TRAINING

Connecting With Others: Listening and Speaking™

Meeting the needs of the new global marketplace with a flexible, total-systems approach

It's reality: In today's workplace, people must be able to quickly absorb and share an overwhelming number of messages each day. Human beings continue to be the richest and most insightful sources of knowledge and experience … when time is allowed for exchange. This workshop helps answer these vital questions:

- How do we get the information we need to make decisions in the most efficient way possible?
- When does it make sense to take more time to listen to others … and when should we cut to the chase?
- How can we win the competition for our listener's attention?
- What can we say or do to quickly make our point?

Module 1: Listening in a Hectic World™

At a tactical business level, listening is a vehicle to get the information we need to accomplish our work objectives. In today's information-saturated work environment, everyone needs to be able to tune out the "noise" and tune in to what's important. At a more strategic level, effective listening is a powerful tool for maintaining the constructive relationships needed for ongoing job effectiveness. This module presents a listening approach that balances the demands of getting the information we need with the awareness that every interaction provides an opportunity to cement solid work relationships with others.

The purpose of this module is to help participants focus their listening time and attention so they can get the information they need to accomplish their work objectives and maintain constructive relationships with others.

Participants will learn how to:

- Make better decisions about how and when to spend their listening time and energy.
- Demonstrate curiosity and open-mindedness when listening to others.
- Manage internal and external distractions more effectively.
- Identify the outcomes they are seeking in any listening interaction.
- Listen to negative feedback non-defensively.
- Manage the flow of conversation with someone who has a tendency to get off track.

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.

achieveglobal®

Learn. Perform. Grow.

Headquarters: Tampa, FL, USA
800.456.9390 (North America)
www.achieveglobal.com

© 2006 AchieveGlobal, Inc.
No. XXXXX v.0.0 (9/06)

Module 2: Speaking to Influence Others™

While new technologies provide a variety of ways to quickly share information with others, there is still no substitute for speaking in real time when trying to sell an idea, make a point, or persuade others to take action. Speaking clearly, concisely, and convincingly is especially important in today's fast-paced work environment, where people are continually bombarded with competing requests for their attention. This module shows how to organize and deliver one's ideas to get results in such an environment.

The purpose of this module is to provide participants with speaking techniques and strategies that achieve business results by gaining the attention, ensuring the understanding, and influencing the actions of other people.

Participants will learn how to:

- Organize their thoughts with a focus on addressing the needs of listeners and achieving objectives.
- Encourage desired action by delivering their messages clearly and concisely.
- Handle resistance by responding to listeners' ideas, opinions, and concerns
- Ensure that ideas are acted on by developing concrete follow-up plans.
- Share ideas for workplace improvements and innovations geared toward better business results.

Please Note: The modules in the workshop are also available via elearning.