



**Seatag Offshore
Limited
Course Outline**

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C-2206 – CCBT – Customer Service

EFFECTIVE LISTENING SKILLS

COURSE AIM

Helps to focus and hone your listening skills in every situation. Well-developed listening skills are a vital part of the oral communication process.

LEARNING OUTCOME

1. Identify the four stages of the listening skills cycle (Hear, Understand, Interpret and Respond)
2. Recognize the characteristics of effective and ineffective listening
3. Practice a number of listening activities
4. Identify any bad listening skills you might have
5. Formulate a personal action plan for developing your listening skills

COURSE CONTENT

1. Being attentive
2. Allowing the story to unfold
3. Becoming aware of positive gestures
4. Building rapport
5. Getting clear on the message
6. Remembering the message
7. Getting a sense of meaning
8. Suspending judgment
9. Confirming the message
10. Replying to sender
11. Reviewing the aspects of the listening process

TARGET AUDIENCE

Any individual looking to improve their ability to focus on what is being communicated to them

COURSE DURATION

The course is designed as a full day workshop, inclusive of training, practical exercises and competency assessments.