

Become a Better Listener at Work

GoSkills online course syllabus

Skill level

Beginner

Lessons

17

Pre-requisites

No prior experience needed

Video duration

41m

Estimated study time

41m 10s

Instructor

Eric Zackrison, PhD

Introduction

1

Listen up!

Being able to effectively listen and make others feel heard is a powerful skill that can advance your career.

Listening for Beginners

2

Benefits of listening

Listening is the most important skill you can develop to improve your workplace relationships.

3

Types of listening

There are several types of listening that go beyond obtaining basic information.

4

Barriers to listening

Listening is tough in large part because there are so many things that can get in the way.

5

Levels of listening

There is more than one level of listening.

Situational Listening

6

When you don't want to

Sometimes you just don't want to listen, but often these are the times that it is most important to.

7

People's problems

When people come to you with their problems, your first instinct is likely to help them solve the problem; this is not what listening is about.

8 When you disagree

When you disagree with someone, you're more likely to fall into listening traps that cause the intended message to get lost.

9 Difficult conversations

Some conversations are simply hard to manage, like giving critical feedback or standing up for yourself.

10 Feedback or advice

Getting feedback and advice is a powerful way to improve, but sometimes, it can feel hard to receive the message or the necessary information.

11 Meetings or groups

With meetings and groups, there are a lot more things to pay attention to, which can make it challenging to receive the meanings of everything.

12 Multicultural settings

Cultural differences bring with them differences in communication and listening styles, as well as an increased potential for misunderstanding and conflict.

Tools For Better Listening

13 Being mindful

Being mindful and present is at the core of effective listening.

14 Find the facts

Being able to specifically key in on the vital information you're presented with can save you time and confusion.

15 Ensure empathy

While using the facts is easier for most to focus on, using your emotional intelligence is crucial for ensuring those around you feel heard.

16 Wrapping up and following up

Listening doesn't end when the conversation ends - you need to demonstrate that you synthesized what the other person said and remembered it.

Conclusion

17 Thanks for listening!

Thanks for watching this course! Now, you should feel confident in your ability to effectively listen to others across a variety of situations.

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