

Listen to Lead

GoSkills online course syllabus

Skill level

Beginner

Lessons

20

Pre-requisites

No prior experience needed

Video duration

45m

Estimated study time

47m 19s

Instructor

Eric Zackrison, PhD

Introduction

1

Leading through listening

Effective listening is the bridge to team success — it improves understanding, increases engagement, and leads to stronger relationships.

Impacts of Effective Listening

2

Cultivate empathy

When you're listening, it's important to truly understand the other person.

3

Increase employee engagement

As a leader, it's important that you're engaged with your employees.

4

Improve conflict resolution

Listening helps you get to agreement faster.

5

Increase employee commitment

Wouldn't you like more commitment from your employees?

Overcome Barriers to Effective Listening

6

Overcome environmental barriers

There are environmental barriers that can prevent you from listening well.

7

Decipher confusing messages

Listening can help you understand confusing messages.

8 **Free yourself from bias**
To be an effective listener, you need to get past your own biases.

9 **Manage your emotions**
It's important to control your emotions. After watching this video, you'll be able to apply strategies to manage your emotions effectively.

10 **Evaluate listening styles**
There are a few different listening styles. After watching this video, you'll be able to identify and evaluate different listening styles.

Avoid Poor Listening Habits

11 **Quit pseudo-listening**
You need to actually listen to others, as opposed to pseudo-listening.

12 **Monopolizing listening**
It's important you listen effectively. After watching this video, you'll be able to become a seriously great listener.

13 **The listening traps**
Avoid common traps of that prevent good listening. After watching this video, you'll be able to avoid common pitfalls to listening well.

Master Active Listening

14 **Be present and set the stage**
It's up to you to set the stage for your conversations. After watching this video, you'll be able to be present when you're listening to others.

15 **Leverage non-verbal cues**
You have non-verbal cues that others can read.

16 **Ask questions**
You can show you're listening by asking great questions. After watching this video, you'll be able to use questions effectively.

17 **Summarize and paraphrase**
A great way to show understanding is by summarizing.

18 Pay attention to time and place
Time and space are items you should pay close attention to.

19 Close the conversation
Always know how to end your conversations. After watching this video, you'll be able to end a conversation effectively.

Conclusion

20 Achieve success through listening
Thank you for watching this course!

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