

# Active Listening Skills Training

**Course Duration: 08 Hours**

**Course Code: ALST**

## 1. Course Overview

Active Listening Skills Training is designed to enhance participants' ability to listen effectively, understand messages clearly, and respond thoughtfully in professional and personal interactions. This course focuses on improving communication, reducing misunderstandings, and building stronger relationships through practical listening techniques and real-life scenarios.

## 2. What You'll Learn

- Fundamentals of active listening and its importance
- Techniques to improve focus and attention during conversations
- Understanding verbal and non-verbal communication cues
- How to ask effective questions and give appropriate feedback
- Managing distractions and emotional responses
- Building empathy and stronger interpersonal connections

## 3. Target Audience

- Working professionals across all industries
- Team leaders and managers
- Sales and customer service executives
- HR professionals and trainers
- Students and fresh graduates
- Anyone looking to improve communication skills

## 4. Pre-Requisites

- No prior experience required
- Basic understanding of communication
- Willingness to participate in activities and discussions

## 5. Course Content

### **Module 1: Introduction to Active Listening**

- Definition and importance
- Listening vs hearing

### **Module 2: Barriers to Effective Listening**

- Common distractions
- Psychological and emotional barriers

### **Module 3: Key Listening Techniques**

- Paraphrasing and summarizing
- Asking open-ended questions

### **Module 4: Non-Verbal Communication**

- Body language and eye contact
- Tone and facial expressions

### **Module 5: Empathy and Emotional Intelligence**

- Understanding emotions
- Responding with empathy

### **Module 6: Practical Exercises & Role Plays**

- Real-life scenarios
- Group discussions and feedback