



Listening Skills

Available In:

- English
- Spanish
- Videoconferencing

Are You Really Listening Or Just Hearing Me?

There IS a Difference!

The word listening is defined as making an effort to hear something; to pay attention or heed it. It is different from hearing, which is the physiological process of the ear absorbing sound waves. Hearing is necessary for listening, but listening is much more than processing sound. Someone may hear very well, but be a very poor listener.

What trainees will learn:

- 5 Steps of Listening
- 4 Types of Listening
- Good Listening vs Bad Listening
- Non Verbal Communication

How this training will benefit your company and employees:

A workplace that is engaged in Active Listening will:

- Be a safer workplace
- Be a more efficient workplace
- Be a less stressful workplace

This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.

ABOUT CHARLES Z. RADNEY, ACG



Education and Special Industry-Related Trainings

Certified Instructor NCCER
National and Local ATD Member

Industry Experience

My success as a Corporate Trainer has come in large measure from a relentless commitment to providing the finest training services in the country.

Communications and Leadership Experience

Member of Toastmasters International 15 years

Advanced Communicator Gold, Advanced Leader Bronze

Past Chairman Toastmasters IE Speakers Bureau