



# Mastering Active Listening

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*The Most Important Thing in Communication Is Hearing What Isn't Said*

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Listening skills include the ability to pay attention, understand the content, and show that you are listening.

## **What trainees will learn:**

- Active listening: How to actively listen, identify the difference between hearing and listening, and practicing active listening skills
- Listening barriers: How to recognize barriers to effective listening such as emotions, noise and distractions
- Listening styles: How to assess their own listening preferences and adapt their style to different contexts
- Listening traps: How to identify common listening traps and how to develop strategies to overcome them

## **How this training will benefit your company and employees:**

- They will experience improved communications
- Stronger relationships will develop
- Foster increased employee engagement
- It will provide a more positive workplace culture

*This training is typically offered in 8 hours. Onsite training may be customized to meet your business needs.*

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## **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