

Active and Effective Listening is Essential for Trust and Shared Understanding

You've got a big decision to make – you'll have to pick a course of action that affects your entire organization. Standing before you are three employees, each one is passionate with a different perspective. You also have your opinions about the matter. You only have a brief moment to hear what they have to say, develop a shared understanding, make an assessment of the situation, evaluate your options, and decide on a course of action. This is not an uncommon experience for supervisors to find themselves in.

How we handle the first few seconds of that interaction sets the course for decisions and actions that may have significant impact on our team and perhaps even our entire organization.

If you knew that moment was tomorrow morning, how would you prepare for it today?

On April 2nd 2019, join fellow supervisors for a live, virtual supervisory round-table conversation about listening effectively. During the conversation we'll discuss how to prepare for the inevitable moment when you'll need to call on all of your effective listening skills and overcome potential barriers to develop a shared understanding. More importantly, we'll explore ways to improve day-to-day interactions with your team to foster a climate of trust and effective communication.

In this 75-minute session we'll achieve three outcomes:

1. Discuss active and effective listening in terms of developing shared understanding and mutual trust and cohesion with fellow supervisors in a small-group virtual setting.
2. Review and discuss proven techniques to improve listening skills.
3. Develop a realistic personal goal for becoming a more active and effective listener.

If you've attended a class on communication you're probably familiar with many of the common concepts of active and effective listening: paraphrasing, parroting, eye contact, clarifying questions, and more. Although these are time tested and important behaviors for effective listening, we're going to push past those to discuss why they matter.

In this session we'll talk about how effective and active listening leads to shared understanding, mutual trust and cohesion, and is ultimately essential for successful leadership.

Seats are limited, so sign up early – you won't want to miss this.