

COS05: Listening Skills – An Introduction to Listening

Everyone likes to think they are a good listener. The fact is, however, that most people ‘hear’, but do not ‘listen’. By understanding what is meant by ‘listening’ the learner will be motivated to develop their skills in this area in order to develop and improve their all-round communication skills.

Furthermore, an understanding of the human communication process will enable the learner to appreciate the part listening plays in this process, and the consequences of ineffective listening.

Effective listening is crucial to good communication, and good communication is a critical element in the success of any organisation.

Course Content

- The difference between hearing and listening
- The benefits of good listening to the individual, the manager and the organisation
- The human communication process

Course Duration

- 30 minutes

Available in:

- Audio
- Non-audio

Delivered via:


- Internet

If you require any further information please contact NYES:

T: 01609 533222

E: nyes@northyorks.gov.uk

www.nyeducationsservices.co.uk

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