

COS07: Listening Skills – Becoming and Better Listener

Sometimes when you are listening to a conversation, do you find yourself thinking about the answer to the question that's about to be asked?

Or, do you find yourself forming an opinion and interrupting before the speaker has even had a chance to finish speaking?

If this is you, then you are not using good listening skills. Good listeners keep their ears open and their mouths shut.

This course will give you the right skills to listen correctly and therefore become a better communicator.

Course Content

- The concept of 'whole-brain' listening
- Verbal and non-verbal attending behaviours
- Listening self-discipline
- Observational skills

Course Duration

- 35 minutes

Available in:

- Audio
- Non-audio

Delivered via:


- Internet

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