Interpersonal Communication: Listening and Responding

Course Overview
This two day course explores how successful companies and effective managers use listening as a strategic communication tool at all levels of the organization. Common barriers to listening -- including culture, perceptions, and personal agendas -- are discussed, and strategies for overcoming them are offered. Examples of how organizations have used listening techniques to resolve conflicts, build relationships with clients and employees, and adapt to maintain a competitive edge are discussed. Self-analysis questions, presented throughout the text, target interpersonal listening skills, while case studies and role plays demonstrate the application of listening strategies in the organizational environment.

Course Details

<table>
<thead>
<tr>
<th>Class Duration</th>
<th>2 days (13.5 contact hours)</th>
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<tr>
<td>Course Price</td>
<td>$600. Special group pricing available.</td>
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<tr>
<td>Course Materials Provided</td>
<td>Textbook and electronic files</td>
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Prerequisites
None

Instructor
Brian Salk, M.A.Ed., PMP, has helped hundreds of candidates earn their PMP over the last ten years. He served as a contributing author and reviewer for several books, including A Guide to the Project Management Body of Knowledge, Third Edition, and a reviewer for A Guide to the Project Management Body of Knowledge, Fourth Edition. This book is the primary source of subjects found on the PMP exam. Mr. Salk also contributed content to the PMP Exam Success Series Manual, a bestselling and highly received book that prepares candidates for the exam.

Mr. Salk's teaching style is highly interactive, and tailored to the unique learning styles of individual students. He has over 20 years of corporate teaching experience, and has won the Worldwide Excellence in Training award four times in the last five years. This award recognizes extremely high student satisfaction with the training experience. Mr. Salk is available to train virtually anywhere in the world.
Interpersonal Communication: Listening and Responding Course Outline

Lesson 1: Listening
- The Listener’s Role in Communication
- Accomplishing Goals by Listening Well
  - Managerial Goals
  - Defining Communications
  - Defining Listening
- Defining Effective Listening
- Levels of Listening
- Discussion
  - Self-Assessment
  - Assessment of Your Listening Skills by Another

Lesson 2: Listening Barriers
- Barriers to Paying Attention
  - Self-Focus Barriers to Attention
  - Listening Energy and Attention
  - Other Attention Problems
- Barriers to Interpretation
  - Interpreting Verbal Communication
  - Interpreting Non-Verbal Cues
- Cultural Differences and Interpretation
- Gender and Interpretation
- Other Difficulties with Interpretation
- Memory Barriers
  - Memory Systems
  - Memory Barriers
- Feedback as a Listening Barrier
- Suggestions for Overcoming Listening Barriers
- Barriers
- Determining a Listening Objective
- Consider What Might Affect Your Motivation and Ability to Learn
- Discussion Questions

Lesson 3: Interpersonal Interactions with Specific Goals
- Learning to Listen
  - Skilled Questioning
- Listen When Someone is Trying to Influence You
- Analyzing the Speaker’s Persuasive Message
- Analyzing the Speaker’s Evidence
  - Detecting Deception
- Listening Well During Interpersonal Conflict
- Common Pitfalls to Avoid as Listeners During Interpersonal Conflict
- Preparing to Listen Well During Interpersonal Conflict
- Listening to Develop Others
  - Listening Nonjudgmentally
  - Listening Empathetically

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