

## The Business of Listening

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### Course Summary

#### Description

Most people listen at less than a quarter of their capacity. We're overwhelmed with information, pulled in different directions, and have usually not been taught the most essential listening skills. The truth is: the simple key to effective listening is wanting to be good at it, and anyone can do it.

#### Objectives

At the end of this course, students will be able to:

- See how your style creates a bridge or a barrier
- Control emotional hot buttons
- Improve your listening attitude
- Use listening as a path to greater productivity

#### Topics

- Why Should You Listen?
- Four Key Elements of Good Listening
- Your Listening Style
- What's Your Listening Attitude?
- Ten Tips for Tip-Top Listening

#### Audience

Anyone working with others

#### Prerequisites

There are no prerequisites for this course.

#### Duration

One day  
7 PMI Professional Development Unit  
7 IIBA Continuing Education Units