

# Course Info

## Management Shapers - Essential Communication Motivational training for managers including managing teams & problem-solving.

www.thelearningacademy.net

### Speaking and Hearing

Duration: 15-20mins

#### Overview:

This course is an introduction to the factors that affect how we express ourselves and what we actually hear when we listen to others.

#### Outcomes:

- ✓ Understand the importance of listening
- ✓ Know the types of language to avoid to achieve a common understanding
- ✓ Understand how to use body language.

#### Summary:

- ✓ Introduction to speaking and hearing
- ✓ Questions
- ✓ Summary.

### Active Listening

Duration: 40mins

#### Overview:

This course will introduce you to the skills required for effective listening and responding. This is essential because, although we can usually hear what people say, we don't always pay attention to how they say it.

#### Outcomes:

- ✓ Understand what is involved in listening
- ✓ Appreciate the importance of listening
- ✓ Know how to be a good listener
- ✓ Be able to identify the facts and feelings the speaker is communicating
- ✓ Be able to encourage the speaker
- ✓ Learn to follow the listening framework
- ✓ Know what empathic listening is and understand its importance.

#### Summary:

- ✓ Setting the scene for good listening
- ✓ Are you genuine?
- ✓ Facts and feelings
- ✓ Listening and encouraging.

### Active Body Language

Duration: 50mins

#### Overview:

In this course you will learn how you can use your own body language to actively support and enhance communications.

#### Outcomes:

- ✓ Know what to look for when observing people's body language
- ✓ Know how to respond to body language
- ✓ Understand how to use body language
- ✓ Understand the importance of effective body language
- ✓ Know the SOLER guidelines
- ✓ Know how to calm situations.

#### Summary:

- ✓ What is body language?
- ✓ Using body language
- ✓ Reading body language
- ✓ Techniques
- ✓ Observing and interpreting.

# Course Info

**Management Shapers - Essential Communication**  
*Motivational training for managers including managing teams & problem-solving.*

[www.thelearningacademy.net](http://www.thelearningacademy.net)

## Questioning

**Duration:** 40mins

### Overview:

This course will show you how to use questions in a sensitive and focussed way to achieve your objectives and gather the information that you need in a variety of situations.

### Outcomes:

- ✓ Understand how to question
- ✓ Know what to ask
- ✓ Know why to ask questions
- ✓ Be able to set objectives
- ✓ Know which type of questions to ask
- ✓ Know what types of questions to avoid.

### Summary:

- ✓ Why ask questions?
- ✓ Setting objectives
- ✓ Planning
- ✓ What type of questions?