DIVERSE IDEAS AND ACTIVE LISTENING

Listening builds trust, conversational empathy and relationships

How good a listener do you think you are? Professional interviewers use active listening skills to better understand differing opinions and diverse ideas. Active listening also creates empathy and helps the other person feel that they’re being heard. This is the foundation of trust, and moving forward together.

You will learn and practice how to avoid unresolved conversations and the priceless tip for making another person feel that they’ve been heard.

TOPICS INCLUDE:

• Emotional Intelligence
• Synaptic mirroring and keywords
• How to demonstrate you’re actively listening
• Ask / Verify / Ask
• Source Your Solution

AGENDA:

:00 - :15  Empathy demonstrated with facial expressions and gestures
:15 - :35  Opening Mental Gates (OMG) with last word repeat and synaptic mirroring
:35 - :50  High value questions that promote listening
:50 - :60  Review and answer final questions

98% OF ATTENDEES SAY THEY LEARNED

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
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</thead>
<tbody>
<tr>
<td>A lot</td>
<td>48.12%</td>
</tr>
<tr>
<td>A couple of things</td>
<td>48.11%</td>
</tr>
<tr>
<td>One thing</td>
<td>1.77%</td>
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<tr>
<td>Nothing</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
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FLEXIBLE TRAINING OPTIONS

• 30 - Minute Micro-Burst™
• 1-Hour Burst
• As part of a Burst Training Bundle
• Virtual / In-person 2021
• 1:1 Individual Coaching

For more information on our flexible trainings, contact: info@bursttrainings.com