

Listen Like You Mean It with Deborah Boswell

Date: Wednesday, March 29th 2017

Time: 8:00a.m. – 12:00 Noon

Location: The Hotel at Auburn University and Dixon Conference Center

Class Overview:

Listening is the most critical component of business communication, yet it is the most neglected communication skill. Most of us assume we are good listeners, but recent research shows that poor listening habits affect more than 70% of all employees resulting in many problems in the workplace.

Listen Like You Mean It is an interactive and thought provoking session designed to create self-awareness about the way you listen to others at work. It will also provide you with tools to become a better, more mindful listener.

Class Objectives:

1. Understand the negative impact that poor listeners have on company morale and productivity
2. Explain four listening strategies you should adapt into your listening behavior
3. Identify barriers to effective listening
4. Distinguish between listening stoppers and listening encouragers
5. Create an action plan for self-improvement in your listening skills



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