

# Training | Active Listening and Responding

To listen, really listen is a difficult thing to do. Frequently, we hear what someone is saying without giving it our full attention and without fully understanding what has been said. Philippi Trusts Active Listening Skills training course will give your employees a range of techniques which they can use to improve their ability to listen to others in and out of the workplace.

The Philippi Trust are one of the leading providers of counselling training in the UK. Our courses are accredited professional qualifications from the CPCAB (Counselling & Psychotherapy Central Awarding Body).

### How does it work?

Course can be run from as little as 12 employees, class sizes are up to 25 and the course is 6 hours long. Prices for the courses will be given on application and evaluation of the training provision needed.

**After this Listening Skills training course, attendees will be able to:**

- Analyse and have an increased understanding of the techniques of effective listening
- Discuss the skills of communication and focus on the art of listening and apply their new skills actively in the working environment
- Other areas covered are: Self Appraisal, Communication Breakdown, Conversation Openers, Active Listening, Passive Listening, Listening Skills, Acknowledgement, Application in the Workplace