

# Effective Listening Skills Training Outline

**Course Length:** 2 to 3 days

**Course prerequisites:** none

## Overview

Effective listening skills are a vital part of the oral communication process. As an active listener, you learn to hear what people are really saying by learning the Message Content Formula. This course is targeted at anyone looking to improve their listening skills and build better communication with others.

## Course Content

- The Message Content Formula.
- Recognize the characteristics of effective and ineffective listening.
- Practice a number of listening activities.
- Identify personal bad listening habits.
- Formulate a personal action plan for developing listening skills.