

Listening and Asking - AP3422

The most important thing in a conversation is total and complete understanding. Effective communication is far more than talking, effective conversation happens when you listen more than you talk. Before we can speak we must fully understand what we are being told, that means not only listening, but asking questions that will clarify the information we are hearing or clarify that the person we are speaking to is understanding the message with the intent in which we are sharing it or with the intent in which it is being shared.

Course Content:

How well do you listen?

- Self-Assessment

Listening

- What prevents us from listening?
- What can we do to listen better?

Asking Questions

- What makes a good question?
- What makes a bad question?
- Knowing what questions to ask and when to ask the questions

Practice

- Create a situation and practice in class by asking questions and working through a conversation based on current business topics