

## Improving Your Listening Skills

### What is the best way to improve the flow of information and overall communication in an organization?

Help people select the most effective listening approach based on the situation and on the communication needs of others.

*idXready: Improving Your Listening Skills* provides individuals with the **key to clear communication** through developing an understanding of effective listening techniques.

By incorporating proven, researched-based assessment data, *Improving Your Listening Skills* personalizes the learning experience for each participant. Learners will discover the **five different approaches to listening** and identify their most **natural listening approaches**. Through the use of relevant video and hand-on, experiential learning activities, participants will learn how to **successfully communicate with others by modifying their listening styles** when communicating with team members and customers, **creating efficient, productive, and effective work environments**.

Participants walk away with the skills, knowledge, and tools to improve their listening skills, resulting in **improved communications, fewer mistakes and misunderstandings, and more productive information-sharing between team members**.

In *Improving Your Listening Skills*, participants will:

- Recognize the importance of developing good listening skills by reflecting on their past listening experiences
- Discover the five different listening approaches used in communication and the specific characteristics of each approach
- Discover their most natural listening approaches
- Explore their strengths and challenges as listeners
- Identify effective listening approaches and behaviors, and practice modifying their listening approaches to meet the communication needs of team members
- Create action plans to improve their ability to communicate effectively to all team members by using different listening approaches

#### *idXready Programs synchronize...*

- proven learning models • participant pre-work
- rich video assets • validated research-based assessments
- individualized participant manuals • fully scripted leader's manuals
- professional PowerPoint • proven processing activities • contemporary content

## Other idXready Programs

- Frontline Management: Leveraging the Strengths of Your Style
- Capitalizing on Team Talents
- Reducing Team Conflict
- Collaborative Skills for Teams
- Fundamentals for Sales Effectiveness
- DiSC® Relationship Selling

© 2006 Inscape Publishing, Inc.

## Introducing idXready

*idXready* programs are the first training and development programs that are designed to integrate and synchronize all aspects of the learning experience, from participant pre-work to individualized workbooks; from rich video assets imbedded into professional PowerPoint to proven processing activities. By incorporating validated research-based assessments into participant workbooks, *idXready* programs allow you to deliver training at an individual level, making your business and people skills training a vital part of your organization's learning strategy.

***idXready* programs have synchronized the following training essentials for you:**

### ***Online Assessment***

Includes trusted, proven assessment. The assessment is sent as pre-work completed online prior to training, ensuring training time is maximized.

### ***Individualized Participant Workbook***

Workbooks incorporate personalized assessments for each individual. The learning becomes relevant and the facilitation time more effective and productive.

### ***Synchronized Participant Pages***

Corresponding participant workbook pages for every PowerPoint reference. Note taking is made easy — guesswork is removed, and participants keep in step with every reference you make.

### ***Fully Scripted Leader's Guide***

Synchronized with Participant Workbooks and PowerPoint, and editable. Leader's guides are generated in easily accessible PowerPoint files, which are ready to use as they are, or may be edited with your personal touches.

### ***PowerPoint That Makes a Point***

High-impact, visual storytelling slides with effective animations. Professional, high-quality presentations that quickly engage learners.

### ***Video Built into PowerPoint***

PowerPoint files built with video synchronized right into the presentation. No more wasting time searching for video clips on a VHS tape or DVD, taking the stress out of transition time.



Rick & Susan Stamm

The TEAM Approach

2174 Old Philadelphia Pike

Lancaster PA 17602

800/864-4911

susan@teamapproach.com

<http://www.teamapproach.com>