



Two-Way Street – Listening & Feedback

This eight-hour course, *Two Way Street*, helps participants improve two critical communication skills, listening and providing feedback. Participants learn and practice techniques for listening and providing effective feedback, thereby increasing their overall interpersonal effectiveness.

Program Objectives:

- Explore the complexities of effective listening
- Use more effective listening and feedback skills
- Assess personal listening blocks
- Learn how to give and receive feedback

Course Overview:

This course uses a highly interactive teaching style, combining team initiatives and group discussions with relevant theory and communication principles to make a rich and engaging learning environment.

Content:

- **Active Listening:** listening to create a dialogue and understanding
- **Four Stages of Listening:** Sensing, Interpreting, Evaluating, Responding
- **Listening Skills Assessment:** self assessment of listening skills
- **Listening Blocks:** identifying what gets in the way of listening effectively
- **Listening Obstacles:** sender, listener, environmental barriers
- **Listening Levels:** Active, Reflective Listening, Selective Listening, Passive Listening
- **Principles for Giving Feedback:** full range of do's and don'ts for giving feedback
- **Johari Window:** looking at two important aspects of feedback - gathering and providing information
- **Feedback Assessment:** self assessment related to giving feedback
- **Principles for Receiving Feedback:** taking action to assure feedback is useful