



# Make Listening Your Superpower

## Course Description

Learn to be a better listener with a clear, actionable process to really hear what others have to say and give others the experience of feeling heard. You will gain an understanding of the current state of your listening skills and clarity on where to improve. The class is very interactive with lots of practice opportunities and designed to help you immediately improve.

## What We'll Explore

- Learnit's EAR listening model
- Next-level listening
- Giving others the experience of feeling heard

## Course Outline

### Active Listening

- Self-assessment
- Why listening is hard
- 3-step model to be a great, active listener
- In-session practice

### Reflective Listening

- The one thing you can do to make sure you always listen
- What is reflective Listening
- Paraphrasing
- Clarifying and diagnostic questions
- Giving others the experience of feeling heard

