

Forging Relationships by Active Listening

For a deeper understanding of people and situations

**A Business Skills Masterclass for the Senior team, delivered by Carole Spiers,
International Motivational Speaker & BBC Guest-Broadcaster**

Listen more closely to your clients, suppliers and colleagues. You'll gain important new insights, as well as vital clues to long-running problems. The acquisition of proven listening techniques can open up new potential for constructive exchanges, giving you a decisive edge over your competitors. Getting through to a stressed employee. Helping nervous speakers to express themselves. Trying to ferret-out problems at a tricky performance review. Taking the heat out of sensitive situations. The better you are at listening, the more information you will acquire.

This programme is designed for:

Executives who want to learn how to listen attentively in order to communicate more effectively and achieve tangible results in improved performance and team morale.

Aims of the programme are to:

- Techniques to build rapport and improve assessment of situations.
- Learn how to attend closely and become a skilled communicator

Outline

- Understanding and removing the barriers to active listening
- Be patient! Learning how to actively listen and not give advice
- Knowing how to switch off from distractions while listening
- Learning how to identify and resolve misunderstandings
- Specific skills for summarising and memorising conversations
- The virtues of body language, eye contact, open questions

Outcome

By the end of the programme, delegates will be able to:

- Uncover stress hotspots and be able to offer support and coaching
- Build rapport with the other person by non-verbal cues + signals
- Know how to provide feedback by paraphrasing or repeating back
- Put own thoughts on hold when actively listening and not interrupt
- Make the effort to hear properly and take in the complete message
- Pride themselves on being to offer a genuine listening culture

This programme is not only designed for insight but for also for effective action.

THIS MOTIVATIONAL PROGRAMME CAN BE DELIVERED AS A KEYNOTE OR WORKSHOP.

Your Presenter - at the service of Government,

Business and the Professions - Worldwide

Carole Spiers, FISMA, FPSA, MIHPE
CEO Carole Spiers Group [London]
International Motivational Speaker
BBC Guest-Broadcaster



Carole's credibility is rooted in twenty years' success as CEO of a leading UK Stress Management Consultancy. As a World Authority on Corporate Stress and popular BBC Guest-Broadcaster, Carole's focus is on developing healthy workplace cultures through building resilience, minimizing the risk of stress and enhanced well-being.

Author of a best-selling book *Show Stress Who's Boss!*, Carole works with equal success in the contrasting cultures of UK and the Middle East that for over 20 years, has numbered among its clients leading corporations including, Accenture, Al Habib [Oman] AXA, Qtel [Qatar], Etisalat [Dubai], Dubai Cables, Gasco, IBM, Kanoo Group [ME], Mubadala and Walt Disney.

Carole is a high-energy motivational speaker able to combine inspiration with insight and her charismatic style and ability to engage emotionally with audiences has made her a sought-after keynote speaker around the world.

She is a Fellow and Past President of the Professional Speaking Association, London. In the UK, Carole launched National Stress Awareness day on behalf of the International Stress Management Association^{UK}, of which she is the current Chair.

She is regularly called upon by the national press and media for comment and is an acknowledged expert by her entry in Wikipedia.

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Carole Spiers has made a measurable difference to the skillset of our C-suite team at Gasco. She regularly delivers Masterclass programmes that develop excellent insights into many of the human challenges that are experienced within the oil & gas industry. Popular and highly regarded, Carole invariably inspires and motivates as she delivers her presentations with impact. A distinct advantage is that our teams have been able to implement her strategies back into the workplace with immediate effect. Carole Spiers comes highly recommended from major industrial clients."

Dr. Jenny Lea-Hewson, Leadership Development Department Head, Gasco