

Listening

OLC Course Recommendations

Competency Definition

Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

OLC Component Titles

Building Effective Intergender Relationships

COURSE TSA-COMM-EFFGENDERRELAT-0001

Description: Guess what. Men and women are different. Socially, the differences offer an attractive mystique. But in professional situations and in the workplace, the significant differences in male and female communication styles can cause problems. There is no denying that women and men vary significantly in their verbal inflections and tone, their body language, and how they listen to others. They pick up on different cues in conversations, and often the meaning they interpret is not the message the speaker intends. It's almost as if the two genders speak different dialects. And, in fact, that's nearly the case. Communication confusion and breakdown between men and women at work can lead to inefficiency and expensive business errors. This course explains the differences in the language and communication behavior of men and women so each can more easily understand what the other is really saying. The course also provides tips on how to modify your own communication behavior to be more clearly understood by the opposite gender. **Duration=2.5**

Communication Skills for Successful Management

COURSE TSA-MGMT-COMSKILLMGMT-0001

Description: Effective communication is a crucial component of your success as a manager. As a technical professional, you developed various communication skills that helped you to succeed. But, as a manager, you will need additional communication skills to be effective. This course will examine various aspects of successful communication strategies and skills. You will analyze the strategies of nonverbal communication, listening, assertive communication, and writing and learn how to apply these strategies appropriately. Thus prepared, you will enter your new role as a manager with the ability to communicate more clearly and more effectively. **Duration=3.0**

Connect and Communicate

COURSE TSA-COMM-CONNCTCOMM-0001

Description: Believe it or not, you are a born negotiator. Every day you deal with people in some way. Basically, negotiation is a means of getting what you want from others. Unfortunately, other people don't always respond in the way that you want them to and your desires may go unfulfilled. Have you ever found yourself in this situation, wondering what went wrong, why your appeal fell by the wayside? Dale Carnegie understood the complexity of human interaction when he said, -When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.- In this course, you will discover methods of emotionally connecting with people in ways that capture their attention and interest in you. You will be introduced to methods of building trust and rapport. You will also have the opportunity to develop critical negotiation skills in communication, such as active listening, reading body language, and applying power words to your conversations. Getting what you want from dealings with others depends on your ability to effectively connect and communicate. This course will lay the foundation for your growth in these areas. **Duration=2.5**

Listening

OLC Course Recommendations

Enhancing Your Listening Skills

COURSE TSA-COMM-ENHANCLISTEN-0001

Description: Have you ever been taken by surprise by an unexpected deadline? Have you ever left a meeting unsure about what was decided? Have you ever asked a supervisor for advice, only to later forget what your supervisor told you? You can avoid problems like these by using effective listening skills. Effective listening helps you to know what's going on in your organization, get cooperation from your co-workers, solve problems, and be successful in your work. However, most people don't listen very well. This course will help you to improve your ability to listen to others. You will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you. You also learn how to apply these skills in a variety of business situations such as interviews, business meetings, and negotiations. **Duration=3.0**

Essentials of External Consulting

COURSE TSA-CONS-ESSENTXTCONS-0001

Description: You may already have a reputation as something of an area specialist or problem solver. You may have a number of years of general management experience, or you may have recently acquired a management qualification. Perhaps you've now been asked to deploy your knowledge in an external consulting role. What do external consultants really do? Although they may work in a variety of disciplines, clearly the role means being an advocate or representative of your organization. For such a role, you'll need excellent client-facing skills. These include communication and listening, presenting, report-writing, meetings and negotiation. Combining this with, in equal measure, qualities of leadership, creativity, and emotional intelligence. In this course, you'll find out more about the role of an external consultant. You'll also see how, with the key skills and qualities, you can deliver outstanding performance to clients, guaranteeing they'll want you to return again in the future. **Duration=5.0**

Etiquette for Supervisors

COURSE TSA-COMM-ETIQ4SUPV-0001

Description: Some supervisors seem to be able to energize their employees to give their best efforts. Other supervisors have to engage in a battle of wills to accomplish the simplest tasks. What's the difference? According to a 19th-century management thinker, a supervisor: -has the power to make employees happy or unhappy; and to make their jobs a pleasure or a burden. A supervisor's power lies in words and looks, things so intangible they are impossible to measure. - In other words, supervisors increase their own effectiveness as well as the effectiveness of their subordinates simply by the way they conduct everyday tasks. In short, they do it by applying simple etiquette. In this course, the learner will explore the special etiquette of being a supervisor, the etiquette of one-on-one interactions with subordinates, the etiquette of listening as a supervisory tool, and the supervisor's role in sharing information between his subordinates and the rest of the company. **Duration=3.0**

Listening for Comprehension

COURSE TSA-COMM-LISTENCOMPRED-0001

Description: Do you need to better understand the basic meaning of a conversation or presentation? If you need to be able to identify what is said to you in a more effective manner, then this course is for you. This course teaches you how to comprehend verbal and visual messages to maximize your understanding of others. Because this course teaches listening skills, certain sections of this course deviate from standard SkillSoft courses by presenting audio and audio cues without accompanying text. You will require audio to take these sections of the course. **Duration=5.0**

Listening

OLC Course Recommendations

Listening for Higher Purposes

COURSE TSA-COMM-LISTENHIGHPURP-0001

Description: Do you sometimes have difficulty using your listening skills to effectively evaluate arguments or appreciate complex ideas and emotions? This course teaches you how to listen more effectively for critical and empathic purposes to maximize your understanding. **Duration=3.0**

Making Telephone Calls Count

COURSE TSA-COMM-MAKPHONCOUNT-0001

Description: Whether you handle one call a day, or dozens, you have the power to make every call count. Is the service you deliver to your customers over the telephone merely satisfactory, or is it superior? When challenges present themselves, how well do you handle yourself? What do your actions say about your company? You may think telephone interactions are all simple and straightforward. The customer talks. You listen. But how well do you listen on the telephone? Are you missing key opportunities to address the caller's needs? Does the caller feel like she has really been "heard" and understood? By fine-tuning your listening skills, you'll be able to deliver truly superior customer service. Different customers have different communication styles. By tuning into each customer's communication style and responding appropriately, you'll make stronger connections and build better rapport. In today's automated world, sometimes, just the act of getting a human being on the other end of the telephone can be quite a challenge. While automated voice attendants can be annoying, so is getting a person on the other end completely devoid of personality and knowledge. As a society, Americans are becoming more accepting of automated voice attendants. They're everywhere. When a customer calls you directly, he expects and requires a higher level of service and proficiency and that special, personalized human touch that simply cannot be duplicated by a machine. This course will help ensure that you deliver that human touch every time you pick up the telephone. To make the most out of a call, you must be able to cue into the caller's feedback. You're not just listening to be sure the customer understands, you're listening to see if he is satisfied with every aspect of your business. When you're on the telephone, you can't let a single comment slip by. When you take the time to really listen, feedback can tell you a lot about what your company is doing right, and what it's doing wrong. **Duration 3.5**

Overview to Effective Business Communication

COURSE TSA-ADM-OVRVEFFBUSCOM-0001

Description: Calvin Coolidge said, -No one ever listened themselves out of a job.- Furthermore, you could say that -No one ever communicated themselves out of a job.- Understanding business communication is foundational to being an effective administrative support professional. Learn about the business communication process and techniques for effective communication such as listening effectively and sending messages. This course, Overview of Effective Business Communication, will help you to become successful in today's fast paced business world. **Duration=3.0**

The Art of Global Communication

COURSE TSA-COMM-ARTGLOBALCOM-000

Description: Considering that communication is something you do every day, how many people actually stop to consider what is happening before they speak? Can you just talk without thinking too much about the target audience, the message to be communicated, and a host of other information? Communication is too important to be left to chance. The subtleties of language, expressions, and gestures all enrich the content of what you are saying. Of course, when you're communicating on a global scale, you need to be sure that what you're saying--and the way you say it--will not cause offense to your cross-cultural audience. In this course, you'll find out more about the cross-cultural communication process, and consider body language, gestures, and active listening. You will also examine different methods of

Listening

OLC Course Recommendations

communication--finding out how best to write, present to, and communicate orally with your global audience. **Duration=3.5**

The Basics of Listening

COURSE TSA-COMM-BASICLISTEN-0001

Description: Do you sometimes feel like you are not getting the whole message when someone talks to you? If you have problems receiving information that is verbally communicated, this is the course for you. This course will familiarize you with the communication and listening processes, and how listening functions within communication. You will discover the factors and variables that influence communication and listening and learn strategies to overcome weak listening skills. You will then apply these skills to business-based examples. Knowing the basic communication and listening processes will make you aware of where communication can be adversely affected. **Duration=2.5**

The Mechanics of Effective Communication

COURSE TSA-COMM-MECHEFFCOMM-0001

Description: Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the -silent- language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings. **Duration=5.0**

Effectively Communicating in Teams

COURSE TSA-TEAM-EFFCTCOMMTEAM-0001

Description: Teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of communicating with team members. Without effective feedback, little will be accomplished. Effective team communication skills don't just happen. In this course, you'll learn ways to communicate productively and nonjudgmentally, to listen effectively and assert yourself, and to provide and receive constructive feedback. **Duration=3.0**

Conquering Conflict through Communication

COURSE TSA-TEAM-CONQCONFCOM-0001

Description: How many times have you said nothing because it was -good for the team- or got angry before thinking over the situation? These examples illustrate how important communication is in the workplace. Communication is more than what you say. It's what you don't say, how you listen to others, and how you listen to what you say. At the end of this course, you'll have the skills you need to listen actively, use feedback in your teams, sensitively communicate verbally and nonverbally, and assume the best of your team members. **Duration=3.0**