

ACTIVE LISTENING COURSE

**Listen with curiosity.
Speak with honesty.
Act with integrity.**

The image features a white background with yellow and black geometric shapes in the corners. A yellow triangle is in the top right corner, and a black triangle is in the bottom left corner. The text is centered in the middle of the page.

**DO YOU WANT TO BE HEARD?
YOU NEED TO START ACTIVELY
LISTENING.**

LISTEN FOR WHAT'S BEHIND WORDS

Listening with curiosity, openness and availability are essential for building trust and enabling positive, professional and productive relationships with others.

In this course we will use active listening techniques to improve engagement with others and to build a sustainable and collaborative environment. The techniques will also help to cultivate a workplace where employees feel encouraged in their ideas, and are able to take actions for the success of the business.

WHO IS THIS COURSE FOR?

BUSINESSES

Who want to engage more effectively with their clients, and improve internal communication to ensure that all teams, departments and offices, work collaboratively towards the same objectives, and maintain common standards and practices across all areas of the business.

INDIVIDUALS

Who want to improve their listening skills and strengthen their work relationships and capability to cooperate with other colleagues in a healthy work environment.

COURSE OUTCOMES

TEAM BUILDING

ENCOURAGE COLLABORATION,
EMPATHY AND TEAMWORK
AMONGST ALL EMPLOYEES.

ENGAGE WITH CLIENTS

ENSURE YOUR CLIENTS NEEDS
ARE PROPERLY HEARD AND BUILD
A BETTER RAPPORT WITH THEM.

BUILD YOUR RESILIENCE

COPE WITH CONFRONTATION,
FEEDBACKS AND MAKING
MISTAKES.

HEALTHY BOUNDARIES

UNDERSTAND WHAT YOUR
BOUNDARIES ARE TO RESPECT
YOUR WORK AND PERSONAL LIFE.

NON-VERBAL COMMUNICATION

DISCOVER HOW TO READ BODY
LANGUAGE AND THE HIDDEN
MEANING BEHIND IT.

FOCUS

IMPROVE THE ABILITY TO PAY
ATTENTION AND FOCUS ON A
STIMULUS OR ACTIVITY.

COURSE CONTENT

ACTIVE LISTENING

Introduction of key elements of active listening, and identifying common issues in the communication process and propose effective solutions.

How to concentrate on the speaker, reinforce your message and keep your focus active.

BODY LANGUAGE

Three main non-verbal communication signals that a listener and a speaker should be aware of.

"THE OXYTOCIN FACTOR": eye contact releases Oxytocin, the hormone that creates feelings of connection.

Mirroring, paraphrasing and reiterating techniques.

POSITIVE PSYCHOLOGY

Positive emotions help people build their personal well-being resources: ranging from physical to intellectual and social resources.

We will implement "THE BROADEN AND BUILD TECHNIQUES" to promote the creation of new ideas, actions and social bonds among team members.

WHY CHOOSE US?

MOVEMENT

We are the only company of it's kind that runs corporate training with a particular emphasis on how movement creates more successful team players in business.

DIVERSITY

All bodies are diverse and this is something to be celebrated. Our training recognises the benefit of having diverse teams and our programmes explore endless opportunities to learn from each others.

GROUNDED IN SCIENCE

Our cutting edge training is based on neurological studies, embodied cognition and behavioural science and how your teams can develop brain functionality for increased work productivity and success.

INCLUSIVITY

Everyone that takes part in our training will benefit from inclusive practises. Your teams will be reminded of the importance of listening, responding and apperciating all ideas.

HALF DAY

3 HOURS TRAINING

£ 150 per person

Min 5 people. Max 15 people

Content discussed:

ACTIVE LISTENING

FULL DAY

6 HOURS TRAINING

£ 250 per person

Min 5 people. Max 15 people

Content discussed:

**ACTIVE LISTENING
BODY LANGUAGE**

TWO DAYS

12 HOURS TRAINING

£ 450 per person

Min 5 people. Max 15 people

Content discussed:

**ACTIVE LISTENING
BODY LANGUAGE
POSITIVE PSYCHOLOGY**



"The most important thing in communication is hearing what isn't said."

PETER DRUCKER

HALF DAY COURSE

Timeline

INTRO

Presentation of the topic.
Infographics and case studies.

ACTIVE LISTENING EXERCISES

Group games and non verbal communication exercises.

FEEDBACK AND REVIEW

Course Leader's feedback and advice.

FULL DAY COURSE

Timeline

ACTIVE LISTENING EXERCISES

Group games and non verbal communication exercises.

BODY LANGUAGE TECHNIQUES

Practising non-verbal communication signals.

INTRO

Presentations of the topic.
Infographics and case studies.

REFLECTION

Course Leader's feedback, tips and advice.

ACTION PLANNING AND REVIEW

Clarification of the topic and individual feedback.

TWO DAYS COURSE

Day 1

INTRO

Presentations of the topic.
Infographics and case studies.

ACTIVE LISTENING EXERCISES

Group games and non verbal communication exercises.

BODY LANGUAGE TECHNIQUES

Practising non-verbal communication signals.

REFLECTION AND FEEDBACK

Course Leader's feedback, tips and advice.

Day 2

POSITIVE PSYCHOLOGY AWARENESS

Group games and non verbal communication exercises.

THE BROADEN AND BUILD TECHNIQUES

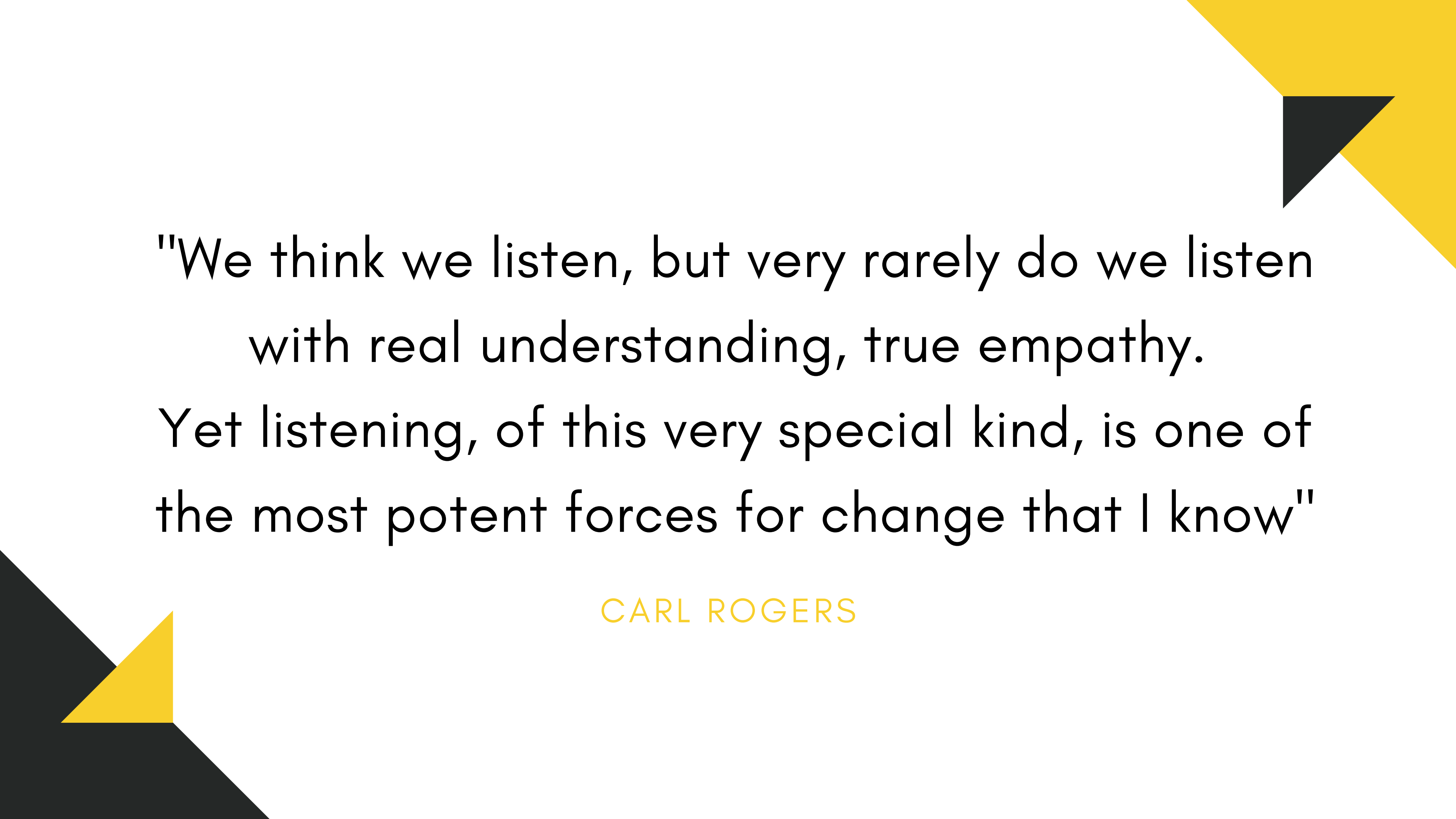
Creation of new ideas, actions and social bonds among team members.

GROUP EXERCISES

Group games and practical exercises.

ACTION PLANNING AND REVIEW

Clarification of the topic and individual feedback.



"We think we listen, but very rarely do we listen with real understanding, true empathy. Yet listening, of this very special kind, is one of the most potent forces for change that I know"

CARL ROGERS

YOUR COACH - MONIKA GRAVAGNO

Monika is a dynamic, perceptive and flexible communication skills and active listening coach. She empowers and enable individuals to unlock their creative minds and think laterally to gain presence, authenticity and confidence.

Monika has trained as an actress at the London International School of Performing Arts. She holds a distinction BA in Linguistics and she is NPL practitioner and acting coach.

She has coached clients across the public and private sector. Her areas of expertise include: active listening, personal impact, presentation skills, non verbal communication and emotional intelligence.



"I believe you are what you think,
feel and imagine.
And this inform what you will
attract, create and what you will
become."

M. GRAVAGNO

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