



Cathy Hammer & Associates
Workshops for Professionals

Listening Strategies for Effective

Action:

Enhance performance and results by tuning in to the real message.



Workshop Description

Studies show that people change the message being delivered to them 70% of the time. They unknowingly filter out the wrong information so that they reach an incorrect conclusion and respond with incomplete or inappropriate action.

This workshop explores how you can improve clarity, focus and meaning so that your results match your intent. The self- evaluation portion enables participants to clarify their natural tendencies and provides them with techniques for developing listening strategies to achieve results that suit a variety of work environments and situations.

In order to gather some initial data, participants will be asked to take an assessment at the start of the workshop. This assessment employs a MOST and LEAST choice format which eliminates the variance introduced by differences in response style. In its over 30 years of use, this family of tools has proven to be 94% accurate in identifying people's style preference including motivations, influences, and work habits. The results provide the guided session with a framework for discussing critical aspects of productive interpersonal communication and strategic team interaction.

Workshop Structure

Recommended audience: All levels of management, candidates for promotion, project teams. A ten person maximum is recommended.

Time Frame: 2 to 3 hours

Format: Facilitated Q&A using assessment results, written planners, and handouts. In house, this workshop is paired with a minimum of three one-to-one coaching sessions for each participant or three team sessions.

Objectives

- Pinpoint and address potential disconnects with co-workers and clients.
- Acquire techniques for aligning your results with your intent.
- Establish the best methods for confirming that your information is properly transferred between your people so that appropriate action is taken.