



Skills for Business

## Effective Questioning and Listening

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### Course Description

#### Duration and structure

This workshop runs over one day and is a practical workshop involving theory and delegate input through group work and exercises to allow you to develop your questioning and listening skills

#### After this workshop delegates will be able to:

- Gain new information through effective questioning techniques
- Listening for feeling and meaning behind what is said
- "Hear" what is not said
- Check understanding and gain clarification
- Build their confidence in communicating face to face and over the telephone

### Who Should Attend?

This workshop is aimed at anyone who deals with others on a day to day basis. Being able to communicate effectively is an essential skill for building strong and durable business relationships and effective questioning and listening is invaluable in increasing sales and productivity.

### What Do I Do Now?

To book a course or to get more details please complete the Enquiry Form, call us on 01733 567262 or e-mail us at [admin@vitaltraining.co.uk](mailto:admin@vitaltraining.co.uk)

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