



# Psychological Health & Well-Being Training (PHeW)

**Free Choices**

## Empathic Listening Skills

Empathic listening involves a non-judgemental and active focus on an individual(s), in an attempt to understand and acknowledge that person's experience from his/her point of view. Empathic listening involves a number of abilities and ways of responding. To listen and to let someone know that he / she has been heard and understood is an involved and rewarding process.

Whether your position is one of Leadership, Management, Customer Services, Human Resources, Sales, International Relations, Legal, Medical, Social or any type of interaction with others the ability to empathically listen is a significant skill in promoting increased understanding and stronger relationships.

### TEN MAJOR BENEFITS OF EMPATHIC LISTENING

1. Helps to create a sense of trust and safety
2. Promotes greater understanding of another person's perspective and experience
3. Supports people to feel understood and accepted
4. Builds strong and positive relationships
5. Helps to reduce and manage anger and conflict
6. Helps to deal with complaints and retain employees and customers
7. Promotes greater expression of a person's thoughts and feelings
8. Supports open and clearer communication
9. Helps to reduce anxiety and stress
10. Contributes to the creation of a positive environment

## Your customised training programme will enable you to:

- ✓ Develop a range of strong active listening skills and empathic responses
- ✓ Develop awareness and understanding of your own thoughts and feelings and how these impact on the empathic listening response
- ✓ Facilitate others in the expression of their thoughts and feelings
- ✓ Create strategies to deal with complaints, conflict and dissatisfaction
- ✓ Develop strategies to build open and clear communication with diverse groups and people
- ✓ How to utilise silence to strengthen empathic listening
- ✓ Remain focused during the empathic listening interaction
- ✓ Look at ways to avoid making assumptions and imposing your own feelings or point of view

## Delivery of the training

Training will be interactive and experiential. This is in order, to promote engagement, motivation and significant learning or change. Focus will be on developing participant's awareness, as well as, the daily practical application of the knowledge and skills learnt.



Contact us to find out more about our training programmes