

Course L039: Listening Skills: Removing the Barriers to Listening

COURSE DURATION:

55 minutes

TARGET AUDIENCE:

- Anyone keen to develop the listening element of their communication skill set

AVAILABLE IN:

- Audio
- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

Having completed this course the learner will be able to identify, and become alert to, the conditions and personal attitudes that legislate against effective listening.

The failure to listen effectively comes about not because of any deliberate intention to do so, but because of certain factors that prevent its achievement. These factors are termed, 'Barriers to listening', and may result from internal human behaviours, or the external environment.

By understanding what these barriers are, and the effect they have on the ability to listen, the learner will be both able, and motivated, to remove them.

Most individuals within the organisation are committed to good communication, but often fail to understand why communication fails. Understanding the factors that act as barriers to effective listening will fill this knowledge gap, and act as a catalyst to more effective communication.

Course Content

- What is meant by a barrier to listening
- The internal barriers to listening that result from the listener's mental processes
- The external barriers to listening that result from the surrounding environment