

## Effective Listening and Questioning Skills

### Duration:

One day

### Objective

Becoming skilled in verbal business communication is about more than understanding a variety of different questioning techniques. Too often issues arise purely as a result of poor or ill-thought out verbal communication or an inability to properly understand what the other party has tried to say. This practical course will demonstrate tools and techniques you can use to communicate better with enquirers and manage the conversation and follow up activities effectively.

### Contents

Identifying what the enquirer really wants to know  
Why remote enquiry handling differs from face-to-face situations  
Kipling's 'Six honest serving men'  
Questioning strategies  
Questioning techniques  
Seven forms of questioning  
Questioning techniques that demonstrate engagement and active listening  
Questioning styles for handling difficult conversations  
Directive questioning – how to help when you can't  
Controlling the telephone conversation  
Managing your time and your enquirer's expectations  
Reporting back effectively  
Designed and using Quality Assurance forms  
Remote enquiry etiquette  
Enquirer's contact details and respecting privacy – who owns the enquiry?  
Good record keeping

### Who should attend

This course is suitable for any organisation's employees who are responsible for communicating with in-coming enquirers and channelling enquiries effectively through or outwith your organisation's own processes.

### Course benefits

Delegates who attend this course will benefit from a better understanding of:

- How to build rapport - sounding friendly and confident
- Hearing and listening techniques - clarifying with questions
- Speaking clearly - speed, articulation, sentence structure, reinforcing main points
- Tools to help questioning techniques and strategies

### Additional information

The aim of this course is to encourage delegates to examine all forms of verbal communication, and to help them develop their skills to become more effective listeners.

### Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

**Trainers background**

The trainer for this course has extensive experience in design and delivery of communications skills programmes. They have been successfully delivering training to both public and private sector organisations for over twelve years and have an excellent background in practical coaching methods and leading effective and successful teams.