

Become a World Class Listener

Study Guide

How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "Become a World Class Listener". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

Course Overview – Become a World Class Listener

Being a good listener isn't just a nice character trait, it is an essential part of our personal and professional lives. The truth is, many of us are so caught up in the business of our own worlds that we end up mastering the art of talking while neglecting the honing of our listening skills. Research has shown that in both personal and professional arenas, effective listening is extremely powerful, especially when it comes to collaborating toward achieving mutual goals. This course is designed to give you both a theoretical framework to support effective listening while also offering applications and self-reflections to integrate the learning.

Learning Objectives – Become a World Class Listener

By the end of this course, you will understand the following:

- Understand Covey's 5 Levels of Listening
- Understand the 5 Stages of Listening
- Learn common barriers to listening
- Develop techniques toward effective listening
- Learn the basic principles of effective listening
- Understand verbal & nonverbal listening techniques
- Deepen personal listening awareness

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Study Guide

What is Listening?

Listening is the ability to actively understand _____ provided by the speaker, and display _____ in the topic discussed.

Why Listening is Important?

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Understanding the 5 Stages of Listening

Stage 1	
Stage 2	
Stage 3	
Stage 4	
Stage 5	

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Study Guide

6 Barriers to Listening

Barrier 1	
Barrier 2	
Barrier 3	
Barrier 4	
Barrier 5	
Barrier 6	

Understanding Covey's 5 Levels of Listening

Video Notes

Become a World Class Listener

Study Guide

5 Ways to be a Better Listener

Video Notes

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10 Principles of a Good Listener

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1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Become a World Class Listener

Study Guide

Apply What You're Learning

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Active Listening

Signs of Active Listening	

Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. What signs do you usually observe people to ensure that they are effectively listening to you?
2. What are the personal benefits one can gain from active listening?
3. What challenges do you face while listening to important conversations?
4. Do you find yourself interrupting people before they finish speaking? What can you do to stop this?