

Learning Objectives

- List the four listening styles available to practitioners.
- Identify the characteristics for conventional listening.
- Recognize the characteristics for evaluative and reactive listening.
- Recognize the characteristics and benefits for explorative listening.
- Recognize the steps in the attentive listening cycle.

Topics Covered

Project Management

- Leadership
- Practice Vision
- Influence
- Building Relationships
- Emotional Intelligence
- Project Manager Skills
- Project Management Process Groups
- Manage Team
- Benefits of an Effective Team

Communication

- Communication Definition
- Communication Methods
- Effective Communications

Listening

- The Importance of Listening
- Listening for Agreement
- Effective Listening
- Listening Behaviors
- Listening Styles
- Conventional Listening
- Associated Listening
- Evaluative Listening
- Impact of Evaluative and Reactive Listening
- Explorative Listening
- Attentive Listening

Body Language

- Organizational and Planning Skills Body Language
- Body Signature