

Listening Skills in a Law Firm

This training course will help you to focus on understanding, developing, and adapting influencing styles to best suit individual situations. Effective communication is an essential element of this, but our ability to communicate well is seriously undermined if this is not underpinned by good listening skills.

The skills and models discussed in this training course will help you manage workload and performance, develop your team and influence people more senior than you. This training course will teach you basic but effective techniques to ensure that you listen effectively on a consistent basis.

Course objectives:

- ✓ Appreciate why listening skills are important
- ✓ Practice simple techniques you can use to ensure you listen effectively
- ✓ Understand the fundamental principles of influencing other people individually or in groups
- ✓ Understand the role of power with regards to influencing
- ✓ Identify your preferred influencing style and the impact this has on others
- ✓ Identify barriers and enablers to influencing