

Active Listening

Optimise workplace communication through active listening to maximise productivity

Module Duration: 30mins

Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

This module provides individuals with a host of tools and techniques to encourage active listening. By the end of the module individuals will be in a position to effectively engage in active listening, aiding the flow of information in the workplace and subsequently maximising productivity.

Effective communication is essential, ultimately enabling the development of stronger working relationships and more effective decision making.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection.

An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

Active Listening Module Structure

- ▲ An Introduction to Active Listening
 - ▲ What is active listening and why is it important?
 - ▲ Reflection on previous experience to enhance abilities for the future
- ▲ Engaging in Active Listening
 - ▲ Core elements of active listening
 - ▲ Levels of active listening
 - ▲ Barriers to active listening
- ▲ Becoming a Better Listener
 - ▲ Tools and techniques to becoming an active listener
- ▲ Module Review Assessment
- ▲ Certificate of Completion (70% pass grade)
- ▲ Module Learning Review Document

Benefits of Active Listening

- ▲ Aid the flow of information within the workplace
- ▲ Improve workplace communication
- ▲ Maximise productivity
- ▲ Encourage more effective decision-making
- ▲ Develop stronger working relationships

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

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