

The University of Toledo
Center for Continuous Improvement

LEADING THROUGH LISTENING

How will you benefit from this seminar?

A common myth about leadership is that leaders are to be the voice, they are to be heard. However, more often than not, a leader's most important job is to listen. *Not to pretend to listen, but to really listen.* Leaders are known for their great ideas, their ability to take charge, their ability to direct and delegate and to create change, but leaders are not known for their listening skills. An inability or unwillingness to listen is often cited as a common reason for leader failure. Most leaders take for granted their ability to listen. Active listening is a skill like any other skill that needs to be practiced and developed. In this seminar, we will focus on assessing participants' current listening skill levels and create developmental plans to improve. By understanding and practicing the skills and behaviors needed in active listening, leaders can improve their ability to effectively lead.

What will you learn?

During this seminar you will learn how to:

- Have a better perception and self awareness of yourself as an active listener and a leader
- Avoid emotional listening
- Create an environment where you can be a successful active listener
- Create an environment where your employees can communicate more successfully with each other
- Develop your skills and behaviors in active listening, as well as how to maintain these skills and behaviors
- Prevent your immediate judgment from influencing your ability to correctly receive information
- Develop patience when communicating with someone who has a different communication style
- Reflect on your responses before giving them
- Clarify communication before it becomes miscommunication
- Avoid common barriers to active listening

Program Topics

- The impact of poor listening
- What we are really doing when we think we're listening
- How to assess your listening skills
- Importance of active listening and how that differs from passive listening
- The active listening skill set
- The impact of body language and nonverbal influences on active listening
- The impact of immediate judgment on listening and how to hold judgment
- How to accurately reflect on previous communications
- How to control and be aware of the role emotion plays in listening
- How to seek clarification and ask the right questions
- How to avoid issues with culture differences in communication
- How to avoid time pressures interfering with proper listening
- Effective communication with the unwilling listener
- How to practice your listening skills on a continuous basis

About the Instructor

Jenell L. S. Wittmer, Ph.D. is an Industrial /



Organizational Psychologist and Associate Professor of Management in the College of Business and Innovation at The University of Toledo. Her areas of teaching include Human

Resources, with a special focus on Training and Development, Leadership Development, Organizational Behavior, and Results Based Management. Dr. Wittmer is certified as an assessor for Managerial Assessment Centers and is an expert in mid-level managerial coaching and development. She regularly serves as a consultant and speaker on such topics as leadership development, team leadership, disabilities awareness and strategic advantage, training and development for small businesses, and personal communication styles.

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.