



## Learning to Listen Webinar Outline

|              |  |
|--------------|--|
| 1:00 to 2:00 | Active vs. Passive Listening<br>Distractions Reveal Priorities<br>Listening is Not Waiting to Speak<br>Paraphrasing & Feedback<br>Patience & Calm<br>Interruptions Cause Frustration<br>Judgment & Advice<br>Rumors, Conflicts, and Complaints |
| 2:00 to 2:15 | Break  |
| 2:15 to 3:15 | Listening to Others Helps Others Listen Better<br>Listening is Learning<br>Reading the Room<br>Walking & Listening<br>Pushback & Encouragement<br>Making Time for Others to Be Heard<br>Nonverbal Communication                                |