

Empathic Listening (NL)

Group Training

Training code	CGACOM-1CD
Spoken Language	Dutch
Language Materials	Dutch
Dayparts	1
Price	€400,00 excl. VAT No extra costs.

What is Empathic Listening

You can listen, of course - you've been doing that all your life. But empathic listening? Really trying to put yourself in the shoes of the other and understand his subjective experience? Do you do that too?

By listening empathically, you make a real connection and give depth to a conversation. You apply techniques that invite the other to elaborate on themselves. That way, you learn to understand his way of thinking. This makes it possible to choose your words in such a way that you connect with the inner world of the other person.

In this training you will get introduced to the basic communication model of Shannon & Weaver. You also learn to use listening techniques, such as chunking. You practice a lot, and you will get feedback on your listening style. What you learn in this training forms the basis for all other Academy training courses which have communication as their focus point (such as Consultancy Skills or Coaching: the Approach).

Who should attend Empathic Listening

This training is intended for anyone who wants to master the basic techniques for conducting a conversation.

The training is suitable for both the novice and the more experienced professional who wants to sharpen his skills. From consultant to executive to salesperson – as soon as you are in a conversation with another person, empathic listening is important.

Prerequisites

None

Objectives

After following this training, you consciously establish contact with, for example, your colleague, customer,



or client. You understand the most important aspects of communication and you know how to apply listening techniques. During a conversation, you know how to tune in to the way of thinking of the other person.

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An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

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