

Dale Carnegie Course

# 20/20 Listening Complimentary Workshop

Presencial

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## O que você vai aprender

The average adult speaks at about 100-150 words per minute. Most listeners can actually hear and comprehend about 200 words per minute — or more. This means we need to tune in, people! But active listening is challenging. It requires focus, patience and sincerity. It also requires the acceptance that yours is not the only opinion worth hearing. Mastering the art of good listening improves communication and safeguards relationships.

## Por que você quer aprender

This workshop will help you determine ways to improve your active listening skills. You learn how to uncover opportunities by asking key questions that engage colleagues or clients and increase your understanding of their needs and expectations.

## Como isso vai ajudar você

Deal with all kinds of listeners. Genuinely engage with others and ask questions that uncover opportunities for growth. Demonstrate active listening skills in all interactions.