



KnowledgeWoods
Education . Training . Consulting



Aligned to
Global Standards



HD Quality
Audio/Video Sessions



Storyline
Driven Learning



Course end
Assessment



Email Based
Query Support



24/7 Access

Listening Essentials

Estimated Duration (4 Hrs.)



Microsoft Partner
Silver: Project and Portfolio Management
Silver: Learning



Listening Essentials: The Basics of Listening

Duration: 1 Hour

- Recognize examples of types of listeners
- Recognize examples of the techniques for active listening
- Apply the techniques for active listening

Listening Essentials: Improving Your Listening Skills

Duration: 1 Hour

- Recognize how to avoid distractions that block effective listening
- Identify examples of distractions that block effective listening
- Determine which aspects of practicing emotional control were dealt with appropriately in a given scenario
- Recognize how emotions can block effective listening, given a scenario
- Identify examples of speech that blocks effective listening

Listening to Improve Conversation

Duration: 0.1 Hour

Effective Listening

Duration: 0.2 Hour

Listening with Skill

Duration: 0.2 Hour

Final Exam: Listening Essentials

Duration: 0.4 Hour

