

# Are You Listening?

Effective listening engages your ears and mind,  
hears the words, and understands them.

True listening employs your eyes and heart,  
transcends the words, and gains insight.

Taken together, effective listening and true listening  
enhance your relationships.

**One day of classroom instruction, practice,  
and individualized learning.**

**One year of direct support.**



**YOU ARE INVITED TO LEARN:** Listening benefits  
Listening behaviors  
Listening skills

Take a listening inventory.  
Discover barriers to listening.  
Practice. Perfect your skills.

# ABOUT *Are You Listening?*

## There are those who listen, and those who are waiting to talk.

In all communication, listening is your highest duty, and yet many times, we are simply waiting our turn to talk. *Are You Listening* enables you to listen better, more attentively; to hear the words, understand them, and effectively respond to them. Using your ears and mind forms the basis for effective listening. You learn these skills and how to use them to become an effective listener.

*Are You Listening*, however, goes further. You also learn to transcend the words: to see and feel the words, to “read between the lines”, to gain a broader understanding of the words and the person saying them. Using your eyes and heart forms the basis for true listening, that which goes beyond the words to understand the emotion and motivation behind them. With true listening, you gain a thorough understanding of the message and its intent. Taken together, effective listening and true listening enhance your relationships.

### CLASSROOM TOPICS

Through story telling, interactive lectures (discussions, really), role playing, and supervised practice, you learn the skills necessary to become an exceptional listener.

#### Learning to Listen

Understand why learning to listen is one of the most important skills that you can employ. Listening forms the foundation of all communication, for without it, words are simply empty sounds. Listening is a skill rarely practiced at a deep level. Learn how you can travel into this unfamiliar territory and make true listening a habit.

#### The Benefits of Listening

Most of the time, listening is at a rudimentary level—just enough to carry on a conversation or to get the gist of a message. When someone truly listens, it often comes as a surprise. True listening brings people closer together. When people are closer, they elaborate; and you gain valuable insight. We discuss the many benefits of listening and how you can enjoy them.

#### Taking a Listening Inventory

Before class, you assess your listening inventory, helping better pinpoint the kind of listener you are and understanding where you can improve. Your Solari instructor customizes your class based on every participant’s inventory, focusing on the topics most important to you.

#### Effective Listening Skills

You use your eyes and mind to become an effective listener. We examine each of five effective listening skills, then discuss five areas that hinder effective listening. You role play, practicing these skills in realistic scenarios designed to meet your specific needs. You can also practice your own real life scenarios to better apply these skills directly to these personal situations.

#### True Listening Skills

True listening skills engage your eyes and heart. Together, we discuss the skills necessary to see and feel while you listen. Through true-to-life scenarios, we role play with you to practice these skills and help you see beyond the words.

#### The Barriers to Listening

Seeing the problems that inhibit listening helps gain a deeper understanding of how to better listen. We examine at least five barriers, and discuss how you can avoid them to enhance your listening skills. Just avoiding these barriers improves your ability to listen.

#### Behaviors of an Exceptional Listener

Exceptional listening is a habit. We discuss the five basic behaviors of an exceptional listener and present methods to help you make these skills something that just comes naturally in conversation or discussion.

### SOLARI'S LEAD INSTRUCTOR

## Rich Maggiani



#### Certified Teacher

Rich is certified to teach professional adults down to high school students. He teaches communication classes to business professionals across the country, as well as to both undergraduate and graduate students. Rich understands that classroom skills must transfer to the job to be most effective, and employs techniques to ensure that training transfers. He holds a Masters degree in Administration, and a Bachelor's in Education. In 2008, Rich earned the rank of Fellow from the Society for Technical Communication. Learners benefit from his academic and professional background.

#### Instructional Designer and Trainer

For over twenty years, Rich has been designing instruction and teaching for universities, nonprofits, governments, and corporations small and large. Instructional materials include instructor guides, student guides, reference manuals, job aids, tutorials and online help, curricula, and classroom content (concepts, skills, exercises, practice activities and scenarios, and discussion questions). He regularly presents at professional conferences on a variety of communication topics. Rich also writes a series of position papers on communication topics, and authors a column for the professional communication periodical, *Intercom*.

#### Communication Professional

Rich founded Solari Communication to offer clients a spectrum of communication services that enable companies to prosper. As a business owner, Rich fully appreciates that simple, clear communication is crucial to success. Rich ensures that skills he imparts in the classroom not only benefit students, but more importantly, enable your company to attain its goals.