

Listen! How to Be a Better Manager



All our trainings are evidence-based. Participants receive a resource sheet with additional information about the training topic, as well as sources and exercises to practice the skills learned in training.

This training is an interactive, online, two-hour workshop designed for up to 20 participants.

Learning Objectives

- ✓ Define emotional intelligence and its correlation with work performance
- ✓ Learn tools to build your own emotional awareness
- ✓ Understand the types of empathy and typical responses for workplaces
- ✓ Learn how to build empathic concern (compassion) for others
- ✓ Practice active listening

Outline

- I. Emotional Intelligence
 - A. Definition and role of EQ in the workplace
 - B. Tools to help you build your own emotional awareness
 - C. Individual Reflection Activity: Gaining perspective at work
- II. Empathy
 - A. The types of empathy and typical responses
 - B. What science says about compassion in the workplace
 - C. Discussion of activities that help build empathic concern
- III. Active Listening
 - A. Definition of active listening
 - B. Evidence it helps people communicate well
 - C. Pair Activity: 2-minute stories
- IV. Take-aways
 - A. Review
 - B. Takeaway activity: Active Listening Handout
 - C. Discussion and Q&A period

Note: Questions are taken throughout the training, and we also build in time at the end for additional discussion.

Questions? Contact us: gina@chantillymediator.com or 703-951-6647.