

# Quality Listening

*“Poor listening is one of the most significant problems facing business today.”*

*Paul Sperry, Sperry Corporation*

**According to a Harvard University Study,** of 25 skills that are determined from great leadership, listening was number one. In fact, the study shows the higher the position, the more the demand for this quality life practice. The percent of the message that gets heard by organizational level includes...

Board Level	90%
Vice President Level	67%
General Manager Level	56%
Worker Level	20%

The conclusions? People become better listeners as they move up in the organization OR poor listeners are weeded out as they attempt advancement. Where would you like to be?

Fortunately, good listening can be learned. The success of our training with thousands of people has proven this to be true.

Students are taught the art of **Quality Listening** through focusing on the following three areas:

- Staying focused on the message and the speaker
- Capturing the message through questions and paraphrase
- Helping the speaker be more effective in presenting the information

This course includes understanding the different communication needs of self and others through an overview of Myers-Briggs, the Circles of Self-Concept and a variety of exercises in perception.

Participants learn attentiveness, how to stay focused without mental wandering, the practice of silence to encourage the speaker, how to ask questions at multiple levels and how to be the most powerful person in the room through the skill of Quality Listening.

This one day workshop is an interactive, fun learning environment where up to 21 participants have countless opportunities to practice all the skills required to become proficient in what is considered the #1 skill required for quality leadership.

*The Patnaude Group Inc.* is an international training company that helps business professionals of all levels realize their potential while developing strong leadership skills. The executive leadership and management programs created by *The Patnaude Group Inc.* have played a critical role in creating long-lasting relationships with Fortune 500 companies, including Cisco Systems, Hewlett-Packard and Blue Cross Blue Shield. Corporate programs are developed to meet specific company needs and support the overall culture of an organization. Whether an international technology firm or a small, non-profit organization, our training programs are designed to maximize the capabilities of every participant.

Thank you for your interest in our Quality Listening Seminar. For more information about *The Patnaude Group Inc.*, please call 540.270.6825 or visit [www.patnaude.com](http://www.patnaude.com). We look forward to serving your training needs.