

# Listening Skills

GoSkills online course syllabus

Wednesday, April 16, 2025

**Skill level**

Beginner

**Lessons**

15

**Accredited by**

CPD

**Pre-requisites**

None

**Video duration**

55m

**Estimated study time**

3h for all materials

**Instructor**

TJ Walker

## Set Yourself Up for Listening Success

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- 1 Stack the Listening Environment in Your Favor**  
Put yourself in the best position to listen by choosing the right location.
- 2 Avoid the Multitasking Trap by Focusing on Listening**  
Good listening means directing your attention and effort toward the speaker, not working on other tasks or waiting to debate them.
- 3 The Best Place to Be During an Important Talk**  
Attending a meeting or speech isn't enough; sit up front or in clear view of the speaker so you can listen best - and show respect.
- 4 Technology Will Not Make You a Better Listener**  
Avoid trying to use phone recordings or typing during meetings; actively listening is a far superior way to capture detailed information.

## How to Understand and Use Body Language

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- 5 Using Eye Contact to Improve Focus**  
In many cultures, maintaining eye contact with someone is a sign of respect - and it will help you listen.
- 6 Simple Ways to Show You're Listening**  
Use simple body language and verbal responses to show someone that you're paying attention and understand them.
- 7 Use Observation to Understand What Others Need**  
Paying attention to body language and other non-verbal cues can help you better understand your colleagues and their needs.

## Improve Conversations Through Listening

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**8 Master the Art of Not Interrupting**  
Interrupting someone is not the same as listening, except in the case of asking for clarification.

**9 Connect With Your Colleague on the Emotional Level**  
If you really listen and empathize with your colleague, you can understand how they truly feel about what they are conveying to you.

**10 Engage In Conversation at the Right Time**  
Restating and paraphrasing what someone said is a helpful way to review and confirm what they've said.

**11 Use Judgment and Timing to Gain Knowledge**  
Asking questions should be about gaining clarity and understanding, not trying to make yourself look smart.

## Turn Listening Into Action

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**12 Support Your Listening with Pen and Paper**  
Notetaking is an essential tool that complements good listening skills. However, using a phone to take notes might send an unintended message.

**13 Summarizing the Conversation Adds Value and Trust**  
Asking colleagues for clarification is a helpful way to confirm important details while also demonstrating listening skills and building trust.

**14 Wrap-up Meetings and Supercharge Your Listening**  
Preparing one-page summaries of important meetings and emailing them to teammates forces you to listen and focus on all the key points.

**15 Earn Your New Reputation as a Great Listener**  
Have you been listening? Here's a quick recap of the tools you'll want to employ in the workplace as a great listener.

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