

## ACTIVE LISTENING

### What is the aim of the ACTIVE LISTENING training programme?

The overall aim of the one-day ACTIVE LISTENING training programme is to provide managers, team leaders and supervisors, with the skills, knowledge and confidence, to support others in their organisation, when they experience change, challenge or upheaval in their work or home lives. The training brings participants through the evidence informed five stage, ACTIVE LISTENING model below.

#### 5-Step Process



### The benefits of ACTIVE LISTENING training

Research shows that organisations committed to actively enhancing employees' health and well-being are more successful in terms of meeting organisational objectives. Considerable research also shows that the quality of relationships at work, in the home and in the community, is a key determinant of health and well-being. Organisations which equip those in leadership roles with the skills, knowledge and confidence to adopt a relational approach when managing / working with others achieve better health and well-being outcomes for their workforce. This in turn delivers a range of additional benefits, including:

- Increased morale,
- Reduced staff turnover,
- Heightened levels of creativity,
- Reduced levels of sick leave,
- Improved productivity.

### About the Programme

The Ag Eisteacht4Business ACTIVE LISTENING training is a dynamic, fast-paced, one-day workshop, based on experiential activities and skills practice. Participants will be taken through the evidence-informed, five step process by two experienced, qualified trainers who are members of the Ag Eisteacht4Business team. Following the programme participants will be able to:

- Engage, listen and respond to colleagues and employees, confidently and appropriately,
- Manage time given to supporting others effectively,
- Empower others to take solution focused action,
- Understand the importance of self-care when supporting others,
- Recognise the need for referral or further support when appropriate.

For further information see [www.ageisteacht.com](http://www.ageisteacht.com) or contact Declan Cunningham at:  
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Empowering  
through  
Training

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