



ACTIVE LISTENING AND DIVERSE IDEAS

Listening builds trust, empathy and collaboration

Do you listen to understand or listen to respond? Active listening skills help you better understand differing opinions and diverse ideas. Being a good listener also creates empathy and helps others to feel that they're being heard. This is the foundation of trust, and moving forward together.

You will learn and practice how to avoid unresolved conversations and the priceless tips for making another person to feel that they've been heard.

TOPICS INCLUDE:

1. Emotional Intelligence
2. Synaptic mirroring and keywords
3. Feel heard and participation
4. Burst's "Ask / Verify / Ask" techniques
5. Source Your Solution

AGENDA:

- :00 - :15 Empathy demonstrated with listening
:15 - :35. Keywords, synaptic mirroring
:35 - :50 Use "high value questions" to promote collaboration
:50 - :60 Review and answer final questions

ESSENTIALS LEARNING PATH

- 🔥 Engaging Meetings and Speaker Anxiety
- 🔥 Concise Memorable Stories
- 🔥 Executive Presence and Gravitas
- 🔥 The Burst Diamond Presentation Framework

FLEXIBLE TRAINING OPTIONS

- In-person / hybrid / virtual
- Real-world applications
- Client view point integration
- 1:1 Coaching availability



1,247 attendees responded to our post-event survey. 98% said they would use the information learned during the event.



BURST TRAININGS
Connect. Communicate. Collaborate.