

# I Heard You the First Time

Do you think you are a good listener? Would your colleagues, clients, family and friends agree? Often we think we are listening when we are in fact only going through the motions with our attention drifting elsewhere (Did you remember to turn the oven off this morning?). More worryingly, it's usually more obvious to the other person than we imagine (I know you're still thinking about the oven!)

Being a good listener is amongst the most powerful and under-rated communication skills. Used effectively it helps to;

- Build relationships
- Mend Broken Relationships
- Pre-empt arguments
- Gain gravitas
- Persuade others round to our point of view.

It's something we can all do, and something most of us can do a lot better. The 'I heard you the first time' workshop will help you identify how to listen more carefully and use your new skills to your advantage.

