

# Listening & Questioning Techniques

Half Day Course

Rating: ★★★★★ 4.9/5



## Introduction

Empathy, questioning and clarification are the foundational skills of effective communication.

Hamilton Mercer's Methodologies™ teach powerful techniques to help people connect quickly with others, make them feel listened to and reduce the chances of unnecessary confusion.

## Learning Objectives

Upon completing this course learners will be able to:

- Quickly establish the root cause of issues and the desired outcomes of people.
- Demonstrate genuine empathy, to help defuse conflict, build trust, and identify appropriate solutions.
- Summarise plans and next steps for each participant in a conversation.

## Audience

People of all experience levels and seniority who want to improve their self-awareness, communication skills and influence when interacting with people at all levels.

## Return on Investment

Performance outcomes include:

- Enhanced personal reputation and perception of professionalism.
- Fewer mistakes, breakdowns in communication and unnecessary escalation to management.
- More timely conversations due to taking the lead and remaining in control.



# Course Content

## **Module 1: What People Want: Psychological Fix vs. Logical Fix**

### **Learning Outcomes**

- Increase the likelihood of retaining information, even when people are venting.
- Avoid selective listening or switching off during conversations.
- Respond with the correct level of empathy.

### **Service Methodologies**

- Empathetic Listening
- Empathetic Responding: S.I.F.T. Method™

## **Module 2: Effective Questioning and Clarification**

### **Learning Outcomes**

- Collect valuable information in a timely manner.
- Tactfully use 'funnelling techniques' to drill down into finer detail.
- Verify people have understood and remembered important details / action required.

### **Service Methodologies**

- Effective Questioning Techniques ('Open' / 'Closed' / 'Funnelling')
- Clarification and Summary Skills

## **How to Book**

Book Online

<https://hamiltonmercer.co.uk/theportmanestateacademy/>

Email

[r.mcnulty@hamiltonmercer.co.uk](mailto:r.mcnulty@hamiltonmercer.co.uk)

## **Dates, Locations & Timings**

**The Portman Estate Office**

40 Portman Square, London W1H 6LT

Wednesday 28<sup>th</sup> June 2023: 1.45pm – 5.00pm

Wednesday 17<sup>th</sup> January 2024: 1.45pm – 5.00pm



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**Friendly, Highly Engaging and Humorous.**

This course is part of the **Customer Service and  
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