

# Listening & Questioning Techniques

**Half Day Course**

**Rating:** ★★★★★ 4.8/5



## Introduction

Listening and questioning strategies are the foundations of Effective communication.

Hamilton Mercer's Service Methodologies™ enable people to listen and respond empathetically, and select the correct type of questions to gain a deeper understanding of needs.

## Learning Objectives

Upon completing this course learners will be able to:

- Demonstrate genuine empathy, to help defuse conflict, build trust, and identify appropriate solutions.
- Quickly establish the root cause of issues and the desired outcomes of customers.
- Listen and question empathetically to understand the needs of others.

## 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:

- Increased self-awareness, confidence and positivity.
- Enhanced personal reputation and perception of professionalism.
- Improved internal communications, relationships, and morale.
- More timely conversations due to taking the lead and remaining in control.
- Increased ownership and fewer unnecessary escalations to managers.



# Course Content

## **Module 1: Genuine Empathy: Listening, Understanding & Responding**

### **Learning Outcomes**

- Increase the likelihood of retaining information when people are venting.
- Defuse emotionally charged situations by responding with the correct level of empathy.
- Avoid selective listening or switching off during heated conversations.

### **Service Methodologies**

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

## **Module 2: Questioning Skills: Consultation, Investigation & Commitment**

### **Learning Outcomes**

- Knowing the difference between an open question and a closed question.
- Tactfully using funnelling techniques to drill down into finer detail.
- Conduct a comprehensive needs analysis, investigation and root causes analysis..

### **Service Methodologies**

- Effective Questioning Techniques
- The O.P.R. Questioning Method™

## **How to Book**

Please Visit – <https://hamiltonmercerc.co.uk/node4academy/>  
(Places are Limited)

## **Dates, Locations & Timings**

### **Node4 Derby Office or Live Virtual Training**

Millennium Way, Derby DE24 8HZ

Thursday 2<sup>nd</sup> May 2024: 9.15am – 12.30pm

Tuesday 5<sup>th</sup> December 2024: 1.30pm – 4.45pm

Hamilton Mercer's training sessions are  
**Friendly, Highly Engaging and Humorous.**



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This course is part of the **ESaaS Professional  
Development Academy** provided by  
Hamilton Mercer