

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://hamiltonmercer.co.uk/node4academy/>
(Places are Limited)

Dates, Locations & Timings

Node4 Derby Office or Live Virtual Training

Millennium Way, Derby DE24 8HZ

Tuesday 4th February 2025: 9.15am – 12.30pm

Tuesday 1st April 2025: 9.15am – 12.30pm

Tuesday 10th June 2025: 13.30pm – 16.45pm

Thursday 11th September 2025: 9.15pm – 12.30pm

Tuesday 11th November 2025: 13.30pm – 16.45pm

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