

Listening & Questioning Techniques

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Genuine Empathy: Listen, Understand & Respond

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:

Effective Questioning & Clarification Skills

Learning Outcomes

- Select the correct type of question to gather the desired information.
- Create comprehensive documentation of conversations and agreed outcomes.
- Reduce the chances of unnecessary confusion or mistakes.

Methodologies

- Effective Questioning Techniques
- Clarification and Summary Skills

Location & Delivery Style

4th Floor
One Great Cumberland Place
London
W1H 7AL

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



THE
PORTMAN
ESTATE

HAMILTONMERCER



This course is part of the **Customer Service and Personal Development Academy** provided by
Hamilton Mercer