



Communication and Listening

Employees who can communicate are better team members, provide feedback that drives results, and develop authentic relationships. They must also be active listeners, so as to make sure their colleagues feel understood and valued, and encourage mutually respectful two-way communication. In Eagle's Flight's experiential leadership program, *Communicating and Listening*, your employees will learn the necessary communication skills to become more effective communicators. This hands-on experience will give participants the opportunity to learn and practice new skills, and ultimately come to understand why communication skills are important in their role, how to improve them, and how to become a better listener.

THE OUTCOME

Individuals will return to work with the ability, tools, and confidence to:

- Apply new communication skills and strategies in day-to-day interactions at work
- Communicate effectively using simple, concise, and direct language
- Eliminate roadblocks that undermine the ability to communicate effectively
- Analyze and implement the techniques of effective listening
- Integrate active listening skills in order to anticipate and avoid common misunderstandings



Left with questions? Wondering what a partnership could look like? Give us a shout!

Toll-Free North America: 1-800-567-8079 • International: +1-519-767-1747 • www.eaglesflight.com
Asia Pacific: +65-6805-0668 • Europe: +44 (0) 1753-533010 • South America: +55-11-3050-2210

THE DETAILS



1-day
program



10 - 30
participants



Ideal for individual
contributors



Customization and
delivery options
available



Post-course
reinforcement
available

THIS ISN'T YOUR ORDINARY LEARNING EXPERIENCE

An Eagle's Flight experiential learning program is unlike anything you or your participants have seen before – it's not another lecture, case study, or role-play. Through interactive, experiential-based learning your participants will not only learn new skills and knowledge, but get the chance to put that learning into action and practice them as they apply to their life on the job. We frequently use our "40, 40, 20" formula when delivering training. This translates to 40 percent of the time spent on conviction and knowledge transfer, 40 percent on practice with that knowledge, and then 20 percent on how to apply the learning back on the job. This all comes together to produce a change in behaviors that deliver expected results.

Why do we do this? We take this approach to training because by personally experiencing the results that come from applying their existing behaviors in the experiential portion of training, participants see the link between their performance in the experience and the changes they need to make to maximize performance at work. A powerful debrief reinforces the lessons learned in the experience and shows how to apply those lessons back on the job. New competencies are developed, learnings are retained, and individuals are more likely and better able to enthusiastically apply their new knowledge to improve their day-to-day performance.



"The use of your experiences to build understanding and conviction is an Eagle's Flight trademark; and one which, in my opinion, is a true differentiator that sets you apart from all others in your field."

Marc Caira, Vice Chair, Restaurant Brands International



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