

# LISTENING INTELLIGENCE FOR LEADERS AND TEAMS (LIFT)

This program helps learners leverage the essential tools of Listening Intelligence to improve their own performance as well as develop others. Senior leaders, mid-level or emerging managers, and individual contributors will come to understand how their own habitual listening tendencies, revealed by the results of the ECHO Listening Profile, impact their leadership influence as well as their team's performance. Teams will learn to utilize the previously untapped cognitive diversity of the individuals in the group to work smarter together, saving time and resources while reaching new and exciting solutions.

## LEARNERS WILL:

- Explore the concept of listening intelligence and four main listening habits
- Gain insight into their own listening habits and the listening habits of others
- Apply their knowledge of listening habits and preferences to communicate and collaborate more effectively
- Explore how a team can leverage individual listening habits and cognitive diversity to improve its effectiveness

## WHY THIS MATTERS:

The advantages of fostering a listening culture in a workplace that is increasingly diverse are many. In a listening culture, employees feel valued, increasing their productivity, engagement, and retention. Communication differences are respected and understood, enhancing collaboration and inclusion. Improved communication also reduces stress and rework.

## ASSESSMENT:

- ECHO Listening Profile

## DELIVERY OPTIONS:

**In-Person:** 4 or 8 hours

**Live-Online:** 6 hours

**See also:** Communicating with Impact