# ACTIVE LISTENING CERTIFICATION

As per International Standards

### UNICHRONE



## Unichrone Training Advantages

- 1 Day Interactive Instructor-led Online/Classroom or Group Training
- Course study materials designed by subject matter experts
- Mock Tests to prepare in a best way
- Highly qualified, expert & accredited trainers with vast experience
- Enrich with Industry best practices and case studies and present trends
- Active Listening Training Course adhered with International Standards
- End-to-end support via phone, mail, and chat
- Convenient Weekday/weekend Active Listening Training Course schedule

#### **About Unichrone**

We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train smalland medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



**Global Presence** 

accenture

EMERSON



Handpicked Trainers



**JOLVO** 

Online Training Option



#### Importance of Active Listening Training

Acquiring Active Listening Certification can help an individual develop this essential competency and this is an attestation crafted for those seeking to refine their communication techniques. The certification provides ingrained insights into the importance of listening beyond words and steps to develop active listening skills. In fact, this is significant for businesses in improving customer satisfaction and promoting stronger relationships. Pursuing Active Listening Certification professionals are incentivized to learn how to handle challenging conversations by advancing this skill.

During Active Listening Training, candidates are trained to listen without interrupting the speaker and look directly at them. They become able to quote and abstract important aspects in a document in order to understand them properly. Furthermore, participants are taught how to come up with intelligent questions to ask so as to elucidate a given piece of information and also show interest. Active Listening Training enables participants to turn into better listeners, therefore enhancing their interpersonal and business relations.

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#### **ELIGIBILITY CRITERIA**

Aspirants need not meet any requirements to pursue Active Listening Training Course. However, having prior knowledge is beneficial.

#### WHO SHOULD ATTEND

Any individual who wants to gain skills to understand Active Listening can enroll in the Active Listening Training course. UNICHRONE

#### ACTIVE LISTENING CERTIFICATION ADVANTAGES



#### Syllabus of Active Listening Training

Les	son 01 – An Overview of Active Listening Skills
1.	What is Active Listening?

2. Importance of Active Listening Skills

#### **Lesson 02 –** Steps for Active Listening Skills

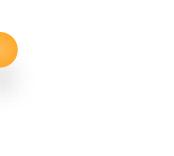
1.	Listen Attentively but Relaxed
2.	Keep Your Mind Open to Listening
3.	Pause Before Responding
4.	Ask Question for Clarification Anything
5.	Explain in Brief in Your Wording
6.	Feel Same What the Speaker Feels

#### Syllabus of Active Listening Training

Less	<b>on 03 –</b> How to Improve Your Active Listening Skills
1.	Face the Speaker and Make Eye Contact
2.	Show to the Speaker That You are Interested and Listen Properly
3.	Provide Feedback
4.	Do Not Interrupt the Speaker
5.	Try to Do a Conversation in Front of the Mirror
6.	Listen and Make a Virtualization Picture

<b>Lesson 04 –</b> Benefits of Active Listening Skills		
1.	Understand the Motive of Conversation	
2.	Successful Conversation	
3.	Save Time and Money	
4.	Build a Strong Network and Good Relation with Speaker	
5.	Reduce the Stress Level	
6.	Engagement and Motivation	
7.	Add-Ons Teaching Skills	
8.	Problem-Solving or Handing Issues	

#### Syllabus of Active Listening Training





- **1.** Person Feel You are Interested in Listening
- 2. Increased Self-Confidence and Understanding
- 3. Clarifying Misunderstanding







#### **Exam Format of Active Listening Certification**

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<b>Examination Format</b>		
Active Listening Exam		
Multiple Choice		
30 Questions, 1 Hour		
Minimum passing score of 70%		
Included in training fee		

To get you fully prepared with the knowledge and skills for Active Listening, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Active Listening exam.

# Contact Us

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