

# ACTIVE LISTENING CERTIFICATION

As per International Standards



## UNICHROME

# 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 small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across  
global companies

PHILIPS

AXCESS  
FINANCIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

TriskeleLabs

مصرف الراجحي  
Al Rajhi Bank

DHL

ARASCO  
أراسكو



## 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.

## 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.

# ACTIVE LISTENING CERTIFICATION ADVANTAGES



CERTIFIES  
YOUR TALENT



HELPS  
BUILDING  
VALUES



GLOBAL  
RECOGNITION



PERFECT  
EXECUTION



BUILDS  
CUSTOMER  
LOYALTY



MORE  
EMPLOYABILITY  
OPTIONS

# Syllabus of Active Listening Training

## Lesson 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

## Lesson 03 – 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                        |

## Lesson 04 – 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 Handling Issues                    |



# Syllabus of Active Listening Training

## Lesson 05 – Outcomes of Active Listening

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

# Exam Format of Active Listening Certification

| Examination Format         |                              |
|----------------------------|------------------------------|
|                            |                              |
| Exam Name                  | Active Listening Exam        |
| Exam Format                | Multiple Choice              |
| Total Questions & Duration | 30 Questions, 1 Hour         |
| Passing Score              | Minimum passing score of 70% |
| Exam Cost                  | 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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<https://unichrone.com/>

