



Personal Listening Profile[®]

EPIC Profile Version

PROGRAM CONTENT: Nine classroom-training lessons with leader's guides, PowerPoint[®], and participant handouts that support the online (EPIC) version of the *Personal Listening Profile*[®].

PROGRAM DESCRIPTION: The *Personal Listening Profile* helps people

- Understand the role that listening plays in communication effectiveness
- Identify their approach to listening and the strengths and challenges it provides them
- Plan specific ways they can improve their listening skills

PROGRAM TOOLS: ***Personal Listening Profile (EPIC version)***
The *Personal Listening Profile* is an easy-to-use self-assessment that helps people develop their listening skills to increase effective communication. The EPIC version includes a personalized Communication Gap Analysis that reveals how a person tends to listen when communicating with different types of speakers.

EPIC (Electronic Profile Information Center) is an online assessment-delivery system that provides a simple way to send, customize, print, and store assessments.

The EPIC version of the *Personal Listening Profile* is administered as program **prework** by emailing a unique assessment access code to each participant approximately two weeks before a scheduled session. Once the assessment is completed, participants receive a personalized report based on their responses. EPIC administrators have the ability to allow participants to view and print their profiles immediately upon completing the prework or prevent this access so that the facilitator can provide the profiles at the time of the training.

Personal Listening Profile Facilitator Report

The EPIC administrator can also create a *Personal Listening Profile Facilitator Report*, intended for use by trainers and facilitators to better focus their listening and communication training sessions based on self-assessed skill levels of the session participants. The Facilitator Report is only available when participants complete the EPIC version of the *Personal Listening Profile*.

Note: Because they contain individual scoring results, **pages 5-10** of the Facilitator Report are **not** intended to be shared with participants.

Facilitator Kit

PROGRAM OVERVIEW



LESSON 1: INTRODUCTION

Length: 45 minutes

Materials:

- Handouts 1-1 through 1-4
- Listening Situation Activity instructions (in HO file)
- Flipchart and markers

Objectives:

- Describe the facilitator's role and housekeeping arrangements
- Identify the purpose and benefits of the seminar
- Explain the structure of the seminar
- Explore how good listening skills contribute to effective communication

LESSON 2: UNDERSTANDING WHAT INFLUENCES LISTENING

Length: 35 minutes

Materials:

- Handouts 2-1 and 2-2
- 8½ x 11-inch sheet of paper for each participant and the facilitator

Objectives:

- Identify the difference between hearing and listening
- Discover internal filters that contribute to how one listens
- Identify external conditions that affect the ability to listen
- Explore the impact these internal and external factors can have when communicating

LESSON 3: IDENTIFYING YOUR NATURAL LISTENING APPROACH

Length: 40 minutes

Materials:

- Handouts 3-1 through 3-6
- Flipchart and markers
- *Personal Listening Profile*[®]

Objectives:

- Identify five different Listening Approaches used in communication and their characteristics
- Recognize past experiences with each approach
- Discover your most natural Listening Approaches

LESSON 4: EXPLORING YOUR STRENGTHS AND CHALLENGES AS A LISTENER

Length: 50 minutes

Materials:

- Handout 4-1
- Flipchart and markers
- *Personal Listening Profile*

Objectives:

- Discover how listening strengths contribute to success in communication
- Explore how listening challenges can make communication less effective

LESSON 5: RECOGNIZING WHEN TO USE DIFFERENT LISTENING APPROACHES

Length: 55 minutes

Materials:

- Handouts 5-1 through 5-3
- Flipchart and markers
- *Personal Listening Profile*

Objectives:

- Identify the different motivations of listeners and speakers
- Recognize when different Listening Approaches are appropriate
- Explore what happens when inappropriate Listening Approaches are used

LESSON 6: UNDERSTANDING COMMUNICATION GAPS

Length: 20 minutes

Materials:

- Handout 6-1
- *Personal Listening Profile*

Objectives:

- Discover how a preferred approach to listening can lead to communication gaps with certain speakers
- Recognize the speaker motivations that are most difficult to engage
- Explore ways to minimize miscommunication

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PROGRAM OVERVIEW



LESSON 7: RECOGNIZING THE BEHAVIORS OF EACH LISTENING APPROACH

Length: 50 minutes

Materials:

- Handouts 7-1 through 7-5

Objectives:

- Identify specific behaviors associated with the five Listening Approaches
 - Explore skill and comfort level with these behaviors
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LESSON 8: IMPROVING YOUR LISTENING SKILLS

Length: 60 minutes

Materials:

- Handouts 8-1 and 8-2
- *Personal Listening Profile*®

Objectives:

- Practice the skills of each Listening Approach
 - Identify techniques for improving effectiveness with each Listening Approach
 - Create an action plan to develop the skills to become more effective listeners
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LESSON 9: WRAP-UP

Length: 10 minutes

Materials:

- Handouts 9-1 and 9-2

Objectives:

- Review the session goals and key concepts explored in the session