Help employees improve their listening skills so they can deliver better service to their customers and work more effectively with their co-workers. This course focuses on active vs. distracted listening, and the importance of providing an effective response to demonstrate the communication was understood.

**HIGHLIGHTS**

- Explains the difference between active and distracted listening
- Explores four tips for improving active listening skill
- Uses gamification to determine if a listener is active or distracted
- Identifies the impact focus, eye contact, and body language have on communication
- Demonstrates four active listening techniques to help provide an effective response