

# TRAINING PROPOSAL

# LEADING BY LISTENING

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## OVERVIEW

*'The world is giving you answers each day. Learn to Listen' - quotesforthemind*

Good communication is a must in your professional endeavours and your personal life. This goes beyond just nodding your head anytime someone speaks to you. With plenty of active listening skills, you can avoid misunderstandings, ensure there is lots of recognition, and have a better understanding of viewpoints.

*'Leaders who do not listen will eventually be surrounded by people who have nothing to say' - Andy Stanley*

Leading happens between people. Successful leaders transform their business environment, organisational culture, people and group dynamics by the way they listen. This is a one-day program.

## LEARNING OBJECTIVES

- Be able to understand and identify the benefits of Leading By Listening
- Be able to comprehend the threats posed by poor listening
- Be able to successfully apply the Leading By Questions skills
- Be able to successfully apply the Leading By Articulating skills
- Be able to successfully apply the Leading By Staying Cool, Calm & Collected

## SESSION SCHEDULE

9:00 am - Introduction - What are the Benefits of Leading by Listening?  
Pre-assessment

**Sequence 1: What Is It** - Here we explore what leading by listening is. We look at the whole picture.

9:15 am - Understanding Leading by Listening - Every Successful Leader Knows This  
What are the benefits?  
What are the negative consequences of poor listening?  
What does poor listening in ourselves, at work and in the organisation like?  
What do we wish to change?  
What does it take to develop Leading By Listening skills?

10:30 am - Morning break

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## SESSION SCHEDULE

**Sequence 2: How It Works** - Here we explore the skills required to develop successful leading by listening.

10:45 am - Leading By Questions - Every Conversation Starts with a Question

How to use the power of questions?

How to use open-ended questions?

How to use close-ended questions?

How to probe up and probe down?

How to paraphrase and to clarify?

12:30 pm - Lunch

1:30 pm - Leading By Articulating - Every Word You Say Counts

How does articulating what you know or understand make a difference?

How to use the what and why formula to enhance a situation?

How to use the what, what and why formula to improve a situation?

How to give value-added feedback?

How to suggest, recommend and give an opinion?

2:45 pm - Leading By Staying Cool, Calm & Collected - Every Move You Make Counts

How to keep the conversation going? The key principles.

3:15 pm - Afternoon break

**Sequence 3: How To Use It** - Here we explore the applications of skills learned to successfully conduct a Leading By Listening session

3:30 pm - Leading By Practice - Every Practice Makes You Better

Use Leading By Questions skills in role-play scenarios

Use Leading By Articulating skills in role-play scenarios

Use Leading By Staying Cool, Calm & Collected in role-play scenarios

Post-assessment

5:00 pm - Additional Q & A, support and end.

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FACILITATION FEES PER CLASS OF 15 TO 30 PARTICIPANTS  
MYR

## FACILITATION METHODOLOGY

- Short lectures
- Short video clip
- Demonstration of skills
- Group discussions/sharing
- Case studies
- Role plays
- Activities

# THE FACILITATOR

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**VERNON C FERNANDEZ**

**Knowledge Harvester**

**Radical Thinker**

**Behavioural Change Expert**

Vernon C Fernandez is a training specialist with over 32 years of working experience in the industry.

Today, Vernon is fully engaged in corporate training. He is also extensively involved in the design, development and delivery of modules in the subjects of continuous learning, attitude, behavior, and performance excellence. He strives to be an inspiration to anyone who wishes to champion initiatives beyond the scope of one's job, and to instill strong values and ethics within their organization. He lives by the motto, 'Be the Miracle'.

## **Vernon's Facilitation Style**

**3E Experiential-Engaging-Enterprising**

*Experiential* – bringing you near life realities into the classroom to observe, reflect and comprehend

*Engaging* – he makes learning fun through his candid, vivid and compelling stories

*Enterprising* – participants will know the quality connections between life and work