

Developing Great Questioning and Listening Skills

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Learning outcomes:

- Discuss the different ways in which we listen
- Recognise what can prevent us from properly hearing what is being said to us
- Contrast different methods of questioning to effectively gain information from, or resolve issue with the customer

What you will need:

- Handout 15 – Active listening
- Handout 16 – Blocks and barriers to effective listening
- Handout 17 – Questioning skills
- Handout 18 – Facilitative questions
- Handout 19 – Scenario briefs

Content and suggested timings:

Listening skills	30 mins
Questioning skills	30 mins
Questioning skills exercise	30 mins
Total duration:	90 mins

Listening skills

A key skill when delivering great customer service is listening.

Listening occurs on several levels and takes more of our waking hours than any other single activity! It's not just a case of being able to repeat what someone has just said; that is not an indication that you are listening, merely that you have heard. If this doesn't seem to make sense, it is all explained below!

Write the main headings in bold below on the flipchart and talk through the different levels of listening.

Hearing

This is a physical process by which we receive auditory information and pass it to the brain. We hear lots of things but don't necessarily recall them unless it is of specific interest to us.

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