



**“Most people do not listen  
with the intent to **understand**;  
they listen with the intent to **reply**.”**

**~ Stephen Covey ~**

## **DOES COVEY'S OBSERVATION RING TRUE FOR YOU?**

According to estimates, businesses with 100 employees spend an average of 17 hours per week clarifying information due to poor listening resulting in costs of over \$500,000 per year.

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### ***LISTEN UP!* IS A MADE-FOR-BUSINESS WORKSHOP THAT HELPS YOUR TEAM LISTEN BETTER. PARTICIPANTS WILL:**



- > Identify barriers to listening well
- > Recognize terrible listening habits
- > Assess their own style of listening
- > Understand features of active listening
  - > Practice positive listening skills
- > Create an action plan for better listening

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### **IS YOUR ORGANIZATION READY FOR A BRUSH-UP ON LISTENING WELL? *LISTEN UP!* IS :**

- On-site or online. You choose.
- Professionally facilitated by Telecare staff
- Rich with insights to raise awareness and improve skills
- Flexible to when it works for you
- Adaptable in length to fit your schedule
- Enjoyable

We are offering this training free with the hope that your organization will invest in Telecare. We will not bill you but can offer tax-deductible receipting for any contributions you make.



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### **TO HOST A *LISTEN UP!* SESSION FOR YOUR ORGANIZATION CONTACT:**

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