



## Sharpening Your Listening Skills

#30326-003 804.7 BUSAD; HRCI—PHR, SPHR & GPHR general recertification credit



**Craig Harrison's  
1-Day Course  
Saturday, Oct. 8**



In a world fraught with miscommunication, improved listening skills help you avoid misunderstandings, solve existing problems, save or make money, save time, avoid hurt feelings, and build trust and understanding with others. Whether between individuals or departments, on teams or in hierarchies, better listening leads to better decisions and improved teamwork. This one-day course offers strategies for improving your listening skills via a series of listening activities, lively lecture and group discussion and short videos. You'll get hands-on experience with active listening, asking powerful questions (to break the ice, build rapport, engender trust and broach delicate topics) and more. Better listening helps you as an interviewer, facilitator, referee, coach, professional and force for good in your organization!

Topics include:

- ▶ Listening for comprehension, emotion and meta-messages
- ▶ Techniques for staying present in conversations and recalling vital details
- ▶ Increasing teamwork through more effective listening
- ▶ Asking clarifying questions and improving comprehension
- ▶ Improving communication between genders and amongst diverse age groups and cultures





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This is an active workshop with multiple exercises and supporting materials appropriate for managers, supervisors, project managers, administrators and professionals in and beyond Silicon Valley.

**Saturday  
Oct. 8  
2016**



**INSTRUCTOR CRAIG HARRISON**, B.A. in Sociology from the UNIVERSITY OF CALIFORNIA, SANTA CRUZ, is a professional speaker, corporate trainer and consultant who builds credible and confident communicators and stellar sales and service organizations. His clients include MPI, HSMIAI US ARMY, DEPT. OF ENERGY, PFIZER, HANTEL, SD FORUM, HP, KAISER, PFIZER, DEMANDTEC, AT&T, HILTON HOTELS, BANK OF AMERICA, PROJECT MANAGEMENT INSTITUTE, UNITED AIRLINES, HITACHI AMERICA, HEADSETS.COM, TEAM SAN JOSE and LLNL.

Harrison is a past president of the National Speakers Association — Northern California Chapter and principal of EXPRESSIONS OF EXCELLENCE!™, a Bay Area training firm.

Visit [www.ExpressionsOfExcellence.com](http://www.ExpressionsOfExcellence.com) more information on Mr. Harrison. **COST: \$ 250.00**

**Sat, October 8, 9:00 am—5 pm, UCSC Extension of Silicon Valley,  
3175 Bowers Avenue, Santa Clara CA 95054-3225 (408) 861-3700**

*Read more about this course and register on UCSC-X's site here:*

*[http://bit.ly/listening\\_10-8-2016](http://bit.ly/listening_10-8-2016)*



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