

THE LISTENING EDGE™

VIRTUAL
1 DAY WORKSHOP
FOR UP TO 12



MANDEL'S PROMISE:

Your learners will be **dramatically better listeners** in **just one day**.

They will learn to recognize their own listening habits and gaps and those of others. With that distinctive ability, they then learn how to adapt their communications in the moment, to skillfully navigate the give and take of any presentation, conversation, or meeting. Ultimately, they will improve every communication using the power of **Listening Intelligence**.

Listening is recognized as essential to successful communication. Excellent **listening skills are more vitally important today than ever** (both at work and in our personal lives).

Unfortunately, **listening tends to be the neglected communication skill**. Regularly, that skill is not nearly strong enough, as required by this complex business world, for sustained superior human performance.

Odds are, listening mistakes and misconceptions create **negative financial consequences** for your business every day. They compromise your urgent need for innovation, team effectiveness, employee engagement, inclusion, improved productivity, faster sales cycles, customer loyalty, safety and culture.

As costly as that is, businesses have had to learn to live with the problem. No effective, scalable and economical solution has been available – **until now**.

THE LISTENING EDGE™ addresses the critical challenge of poor listening head-on. Mandel's clients learn to consciously shift their listening and thinking processes (in the moment) to leverage the power of **Listening Intelligence** and get it right.

This training is neuroscience-based with immediate observable results. In collaboration with listening researchers and academics, its state-of-the-art design delivers scalable listening skill development and demonstrable, real-world results.

Having a listening edge elevates the cognitive input needed by individuals and organizations to create:

- **HIGH QUALITY INFORMATION AND INSIGHTS**
- **EFFICIENT USE OF TIME AND RESOURCES**
- **POWERFUL ENGAGEMENT AND RELATIONSHIPS**

MANDEL
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ELEVATED BUSINESS PERFORMANCE

INFORMATION AND INSIGHT QUALITY

- Enable the power of **COGNITIVE DIVERSITY**¹
- Improve collaboration across teams and departments
- Reveal and deploy different modes of thinking
- Up-level skills to uncover and understand customer needs, direction and strategy

TIME AND RESOURCE EFFICIENCY

- Eliminate costly mistakes, rework, and project delays
- Help people make better decisions faster
- Encourage more strategic and purposeful work
- Reduce the number of meetings required to conclude a task

ENGAGEMENT AND RELATIONSHIP VITALITY

- Nurture a culture of trust and inclusion
- Foster an environment of authentic empathy
- Inspire more effective conflict resolution
- Connect with customers and their expectations at a deeper level

VALIDATED LISTENING ASSESSMENT

The **Mandel Listening Profile™** is a proprietary and scientifically validated **cognitive assessment** that measures what individual leaders, managers and employees listen to and for, as well as what they might be unaware of naturally filtering out as a personal habit.

It is the first listening assessment researched and developed for business contexts that provides observable, measurable, and actionable improvements that can be implemented immediately to strengthen leadership, team and organizational communication productivity.

WHY WE NEED LISTENING INTELLIGENCE

Listening is a brain-based or cognitive activity, and no two brains are the same. Different people hear things in their own particular way. That is why ten highly competent people can leave a meeting, with widely varying impressions and remembrances of what they just heard.

Listening Intelligence is a process that starts with understanding your own and others' unique default listening habits – i.e., what individuals uniquely and naturally pay attention to and what they ignore. We all have such habits – our listening preferences.

Listening Intelligence allows you to adapt, in the moment, how you say what you want to convey, to truly speak into the listening preferences of others. The objective is to help them listen more naturally, and therefore more fully, to you to support a productive and well-rounded outcome for both.

¹**COGNITIVE DIVERSITY:** The inclusion of people who have different ways of thinking, different viewpoints,

THE SKILLS

1. UNDERSTAND the science of listening

- Take the mystery out of why people pay attention to different information
- Recognize what causes listeners to grow impatient, interrupt, or tune-out
- Explore how listening preferences jeopardize collaboration and innovation

2. IDENTIFY your own needs and habits

- Examine your own listening filters, preferences, and habits
- Recognize how your listening impact your perception of others
- Consider how your listening habits impact how others perceive you

3. ENGAGE with the needs of others

- Recognize how listening styles of others are different from your own
- Understand how different listening habits can be misinterpreted
- Observe unique listening tendencies by industry and job function

4. ADJUST your listening lens

- Create a powerful listening plan for high stakes communication situations
- Return to work with the agility to adjust your listening lens in any circumstance

5. NAVIGATE toward a positive outcome

- Identify and remove obstacles that get in the way of effective communication
- Transform corporate culture by applying the power of Listening Intelligence

OPTIONAL ADD-ON: Group Listening Profile

- Assess the strengths and challenges of your team's listening culture
- Examine how team listening habits impact strategy & decision-making
- Harness the power of cognitive diversity to maximize performance

THE DETAILS

SPECIFICATIONS

- 1-day virtual workshop for up to 12 (4 hours per participant day)
 - 8:00-8:30 Readiness Lab**
 - 8:30-11:00 Instructor-Led Workshop**
 - 11:30-5:00 Skill Practice Labs**
 - 11:30-1:00** Small group A of 4 learners
 - 1:30-3:00** Small group B of 4 learners
 - 3:30-5:00** Small group C of 4 learners
- Real-world, job-specific application

REINFORCEMENT & MEASUREMENT

- Eye opening assessment and personal **Listening Profile** for every participant
- Easy-to-use tools for immediate application and to make training stick



LARGE GROUPS



SMALL GROUPS



LIVE VIRTUAL

FLEXIBLE DELIVERY OPTIONS