

THE LISTENING EDGE™

VIRTUAL
MODULAR WORKSHOP
FOR UP TO 12



FLEXIBLE
DELIVERY
OPTIONS



SMALL
GROUPS



LIVE
VIRTUAL



MANDEL'S PROMISE:

Your learners will be **dramatically better listeners** having attended **just one workshop**. They will master the steps of **Listening Intelligence**.

Listening is recognized as essential to successful communication. Excellent **listening skills are more vitally important today given the complex business world**.

Unfortunately, **listening tends to be the neglected communication skill**. Reading, writing and speaking are commonly trained, but listening has never been in the mix. As costly as that is, businesses have learned to live with the lack of listening with no effective, scalable and economical solution **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 listening 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

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 an individual's ability to:

- **Understand** their own listening habits and biases
- **Recognize** the listening habits of others
- **Adapt** their communication to achieve a constructive outcome

Listening Intelligence enables people to adapt, in the moment, how they say what they want to convey, so they can truly speak into the natural listening preferences of others.

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THE CURRICULUM

SESSION ONE: 90-minutes

Who you are as a listener and Listening Intelligence

- What the data suggests
- The cost of poor listening
- The Four Listening Habits
- What habit is easiest to listen to and why
- Listening Profile – examine personal listening filters, preferences & habits
- Explore the brain science behind what distracts you from really listening?
- **Intersession work** – short assignment to leverage and cement skills learned

SESSION TWO: 90-minutes

Radically shift the way you think about listening – apply Mandel's four step model

- Debrief intersession work
- Review the 3 pillars of Listening Intelligence
- Learn Mandel's S-C-A-N model – the 4 steps to practice Listening Intelligence
- Recognize how the listening habits of others are different from your own
- Explore the cognitive diversity in a team or group and how it impacts listening – opportunities and challenges
- Examine how team listening habits impact strategy and decision-making
- **Intersession work** – short assignment to leverage and cement skills learns

SESSION THREE: 90-minute Practice Labs

Apply the S-C-A-N model to real-life situations to demonstrate the power of Listening Intelligence (Small-group work)

- Debrief intersession work
- Explore the role questions play when listening and uncovering the listening habits of others
- Apply the S-C-A-N model to real-life situations
- Assess the responsibility and commitment of Listening Intelligence
- **Intersession work** – share commitments

SESSION FOUR: 60-minutes

Explore how Listening Intelligence impacts the quality of communication

- Debrief intersession work
- Explore and openly discuss what positives and challenges when applying Listening Intelligence
- Revisit each participant's listening commitment
- How to elevate listening moving forward
- Create a powerful listening plan

THE DETAILS

SPECIFICATIONS

- Virtual workshop for up to 12
- 4 modular sessions spread over 3-4 weeks:
 - **Session One:** Group of 12, 90-minutes
 - **Session Two:** Group of 12, 90-minutes
 - **Session Three:** Coaching Labs of 4 participants each, 90-minutes per lab
 - **Session Four:** Group of 12, 60-minutes

REINFORCEMENT & MEASUREMENT

- Game-changing assessment and **personal listening profile** for every participant
- Easy-to-use tools deliver immediate application and make training stick

VALIDATED LISTENING ASSESSMENT

Good information drives good decisions. The **Mandel Listening Profile™** is a scientifically validated, proprietary **cognitive assessment**, which measures what information individual leaders, managers and employees naturally tend to listen to and for, as well as identify what they might be unaware of naturally filtering out as they try to listen to others.

This is the **first listening assessment researched and developed primarily for business contexts**, and it forms the solid research foundation for The Listening Edge workshop. This workshop provides observable, measurable, and actionable improvements that can be implemented immediately to strengthen leadership, team, and organizational communication effectiveness.