



## Active Listening and Conversation Clarity Training Course

31 January – 4 February 2027  
Johannesburg

## Active Listening and Conversation Clarity Training Course

**Ref:** 677\_151785 **Date:** 31 January – 4 February 2027 **Location:** Johannesburg **Fees:** 4500 Euro

### Overview

Active Listening and Conversation Clarity Training Course is a five-day practitioner course for customer service professionals, supervisors, relationship managers, and team leaders who leave with an Active Listening Practice Portfolio. Participants diagnose listening barriers, apply focused attention, use probing questions, practice accurate paraphrasing, interpret emotional cues, and confirm shared meaning. The course develops observable listening behaviors through recorded evidence and coached simulations. Agile Leaders Training Center presents active listening as disciplined conversation practice.

### Who Should Attend

- Professionals responsible for understanding customer needs and concerns
- Supervisors responsible for team conversations and performance feedback
- Relationship specialists responsible for trust and issue clarification
- Leaders responsible for difficult workplace conversations
- Service staff responsible for accurate requests and follow-through

The course assumes participants regularly conduct workplace or customer conversations and leaves out presentation design, negotiation strategy, crisis messaging, and general communication theory.

### Departments and Industries

The course supports departments and industries where accurate conversation meaning affects service and coordination.

- Customer service, customer experience, and relationship management
- Human resources, operations, supervision, and team leadership
- Banking, insurance, retail, and professional services
- Healthcare, education, utilities, and public services
- Technology, telecommunications, logistics, and hospitality

### Learning Objectives

By the end of this course, participants will be able to:



- Diagnose personal and situational listening barriers
- Apply attention and nonverbal observation controls
- Use open, probing, and clarifying questions
- Analyze content, emotion, and unstated concern
- Build accurate paraphrases and conversation summaries
- Evaluate listening performance through feedback evidence

## **Course Agenda**

### **Day 1: Listening Diagnosis and Attention**

- Listening Barrier Diagnostic Checklist
- Attention Control and Distraction Map
- Speaker Intent Observation Guide
- Nonverbal Cue Evidence Log
- Listening Habit Baseline Record

### **Day 2: Questions and Meaning**

- Open Question Design Pattern
- Probing Question Sequence Map
- Clarification Prompt Decision Tree
- Assumption Testing Question Grid
- Conversation Meaning Capture Sheet

### **Day 3: Paraphrasing and Confirmation**

- Content Paraphrase Construction Method
- Emotion Reflection Response Frame
- Conversation Summary Structure
- Meaning Confirmation Loop
- Listening Accuracy Review Rubric

### **Day 4: Difficult Conversation Listening**

- Emotional Cue Interpretation Matrix
- Professional Boundary Response Guide
- Conversation De-Escalation Listening Steps
- Silence and Pacing Practice Method
- Listening Feedback Coaching Record



## Day 5: Active Listening Practice

- Exercise: Diagnose Barriers and Attention Gaps
- Exercise: Build a Questioning Sequence
- Exercise: Paraphrase Content and Reflect Emotion
- Exercise: Confirm Meaning in a Difficult Conversation
- Capstone: Active Listening Practice Portfolio

## Practical Exercises

The course uses customer and workplace conversation cases for repeated observation, practice, and feedback.

- Suggested activity: identify attention failures and record verbal and nonverbal evidence without adding assumptions.
- Suggested activity: design open, probing, and clarifying questions for an incomplete customer request.
- Suggested activity: paraphrase facts, reflect emotion, summarize the conversation, and verify meaning.
- Suggested activity: conduct a difficult-conversation simulation and assemble the Active Listening Practice Portfolio.

## FAQs

### Who suits active listening and conversation clarity training and what does it assume?

Customer-facing professionals, supervisors, relationship managers, and team leaders suit the training when they already conduct conversations whose accuracy affects service, trust, or coordination.

### How does active listening training differ from general communication skills training?

Active listening training concentrates on attention, observation, questions, paraphrasing, emotion reflection, and meaning confirmation, while general communication training covers a wider range of speaking, writing, presentation, and interaction skills.

### How does active listening improve conversation clarity?

Active listening improves clarity by separating observed facts from assumptions, testing unclear meaning with questions, paraphrasing the message, and asking the speaker to confirm or correct the interpretation.

### How can active listening handle emotional cues professionally?

Active listening handles emotional cues by naming observable signals cautiously, reflecting the expressed concern without diagnosis, keeping professional boundaries, and returning to the speaker's intended meaning and next step.



## **How is active listening performance evaluated?**

Active listening performance is evaluated through observable behaviors such as attention, question quality, paraphrase accuracy, emotion recognition, confirmation, pacing, and follow-through, recorded in a shared feedback rubric.

## **Conclusion**

Participants leave with an Active Listening Practice Portfolio containing diagnostics, question maps, observation logs, paraphrase structures, confirmation loops, and feedback records. The portfolio turns listening into observable behaviors that can be practiced and reviewed. It supports clearer customer needs, workplace concerns, difficult conversations, and agreed follow-through.