

Active Listening

We listen to obtain information. We listen to understand. We listen for enjoyment. We listen to learn.

Given all this listening we do, you would think we'd be good at it! In fact, most of us are not, and research suggests that we remember between 25 and 50% of what we hear.



New trainers have a tendency to want to 'tell' and don't listen. In many situations, participants will tell them what's wrong or missing. Potential difficulties can be avoided if a new trainer becomes an active listener quickly.

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.

Open Questions



Open questions are designed to encourage the questioned to elaborate on their response. It is almost impossible to answer open questions with a 'Yes', 'No' i.e. single word response.

This is a technique if used correctly is a very powerful tool for a trainer to get quickly to the real issues with a participant/trainee.

80/20 Rule



It was named after the Italian economist Vilfredo Pareto, who observed that 80% of income in Italy was received by 20% of the Italian population. The assumption is that most of the results in any situation are determined by a small number of causes.

The meaning is that even if you spend extra time perfecting something it will not give you the same impact in terms of results.