AIS ACADEMY

Learn Today. Thrive Tomorrow.



LEADERSHIP & PEOPLE DEVELOPMENT

Listen to Connect, Communicate to Lead

Active Listening & Effective Communications for Managers and Executives

Programme Overview

This practical one-day workshop helps managers and executives strengthen active listening and communication skills to lead conversations with clarity, empathy and impact. Through workplace scenarios, guided practice and reflective feedback, participants learn to build trust, reduce misunderstandings and engage teams more effectively.

BETTER CONVERSATIONS

STRONGER TEAMS

Key Learning Outcomes

- Practice active listening to understand others
- Communicate with clarity, confidence and empathy
- Ask effective questions and respond constructively
- Navigate challenging conversations professionally
- Build trust, collaboration and team engagement

What Participants Will Explore

1. Foundations of active listening
2. Barriers to effective communication
3. Listening for meaning, emotions and intent
4. Structuring messages clearly and effectively
5. Handling challenging workplace conversations

Workshop Features

- 1-Day Instructor-Led Workshop
- Highly Interactive & Experiential
- Real Workplace Scenarios
- Role-Plays, Reflection & Feedback
- Customisable to Organisational Context

Suitable For

Managers and executives who want to communicate effectively, lead with confidence and build stronger workplace relationships.

The AIS Academy Advantage

Practical, contextualised learning grounded in real workplace challenges designed to strengthen behaviours and create lasting impact.

Connect with AIS Academy

Customise this programme for your team.

ENQUIRIES

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