Soft skills

Active Listening

A day of practice in active listening: listening to understand before replying, rephrasing, questioning, picking up the emotion behind the words. Participants practise on real situations, such as a conversation with an employee, an internal customer's complaint or a tense exchange with a supplier. Exercises are done in threes with an observer, so that everyone can measure their progress precisely.

Duration : 1 day

Objectives

1. Identify your own barriers to listening: interrupting, advising too early, preparing your reply while the other person speaks
2. Apply the basic techniques: silence, prompting, rephrasing, summarising
3. Ask open questions that move the exchange forward without steering the answer
4. Pick up the emotions and needs expressed behind a complaint or an objection
5. Conduct a listening conversation from start to finish and check that the other person felt understood

Programme

Day 1 — morning

• Hearing is not listening: the levels of listening and what they produce in the other person

• The usual barriers: judgement, an immediate solution, distraction, half-listening behind a screen

• Non-verbal: posture, eye contact, rhythm, and what they say about your attention

• Exercises in threes: listen without interrupting, then report back faithfully

Day 1 — afternoon (workshop)

• Rephrasing and open questions: techniques and pitfalls

• Receiving an emotion without playing it down or being drawn in

• Workshop: listening conversations on participants' situations, such as a demotivated employee or an operator reporting a safety problem

• Knowledge test and individual commitments

Teaching methods

• Short, repeated exercises in threes: a listener, a speaker, an observer

• A shared observation grid for precise, factual feedback

• Role plays drawn from participants' daily work

• Brief inputs between exercises, with no long lectures

• A memo sheet of techniques to keep at hand after the course

Assessment and documents

Knowledge test and a listening conversation observed against a grid at the end of the day, post-training evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report given to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To work on the whole relationship, expressing yourself, asserting yourself and adjusting to others, the two-day course “Interpersonal Communication and Relational Intelligence” widens the scope.

Practical information

Duration	1 day
Audience	Managers, team leaders, HR, support and customer relations staff
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

How is this different from “Interpersonal Communication and Relational Intelligence”?
The two-day course covers the whole relationship: expressing yourself, asserting yourself, understanding each person’s style. This day concentrates on a single skill, listening, and gives it most of the time in exercises.

Is active listening also useful with customers?
Yes, the techniques are the same. For an approach centred on complaints and loyalty, the course “Customer Orientation: Listen, Respond, Retain” is better suited.

Do participants have to be managers?
No. The course suits anyone whose work relies on conversations: supervisors, HR, support, purchasing, customer service. Cases are chosen according to the make-up of the group.

In what language are the exercises done?
In the participants’ working language: French, Darija or English. Practising in the language of real conversations makes the techniques easier to reuse.