

Beyond Active Listening: Building Connections through Applied Listening Styles

Healthcare workers face multiple communication hurdles, including language barriers and varying communication styles/preferences, which can hinder the delivery of quality care in diverse settings. This three part webinar series will provide new insights about individual listening tendencies: what we listen for, what we retain, and what we often miss. Topics for discussion include head, heart and hands listening modalities, benefits and challenges of each, and how they can best be applied.

Session Content / Themes:

- Day 1: Building Listening Capacity (Jan. 15th)
- Day 2: Occupational Hazards in Listening (Jan. 16th)
- Day 3: Going Forward with More Effective Listening Strategies (Jan. 17th)

Learning Objectives:

- Discover primary and secondary listening modalities.
- Learn the benefits and challenges of each.
- Review strategies for amplifying weakest listening skills.

Presenter

Kymerly Dakin-Neal is a coach, an author, and the Director of Voice Into Learning, LLC. Kym has specialized in effective communication for over two decades. She earned her master's in Adult Education from the University of Southern Maine. Kym has taught at UNE, USM, Bowdoin, and University of New Hampshire. She currently helps train medical professionals in more productive listening and patient communication. She has served as a mindset coach with Positive Intelligence. Her book "Using Head Heart & Hands Listening in Coach Practice" has just been released by Routledge Publishers.

Program Details

Date

January 15, 16 & 17, 2024

Location

Three-Part Webinar Series (by Zoom)

Time

1:00PM – 2:00PM
(Each Day)

Fee

MHCA Member: \$99
Non-Member: \$169

Total Contact Hours

3.0

Registration

To participate, please [click here](#) to register.

Job Code

W24121