

## Empathic Listening (NL)

### Group Training

|                    |                                             |
|--------------------|---------------------------------------------|
| Training code      | CGACOM-1CD                                  |
| Spoken Language    | Dutch                                       |
| Language Materials | Dutch                                       |
| Dayparts           | 1                                           |
| Price              | <b>€400,00</b><br>excl. VAT No extra costs. |

### What is Empathic Listening

Empathic Listening is not just about hearing words, but truly understanding the experiences and perspectives of others. This training teaches you how to genuinely connect with somebody, which leads to deeper and more impactful conversations. You'll practice extensively and receive feedback on your listening style. The skills you acquire here form the foundation for all other Academy courses focused on communication, such as Consultancy Skills or Coaching: the Approach.

### Who should attend Empathic Listening

For every professional who wants to get the best out of themselves and others every day, such as:

- Team Leaders: Improve team dynamics and foster a supportive environment.
- Customer Service Representatives: Enhance customer interactions and solve issues effectively.
- Sales Professionals: Build stronger relationships with clients and close deals successfully.
- HR Professionals: Facilitate better employee engagement and conflict resolution.
- Teachers: Create a more inclusive and understanding classroom environment.

### Prerequisites

No specific prerequisites. Anyone interested in improving their communication skills and building stronger relationships can benefit from this training.

### Objectives

At the end of the training, you will be able to:

- Establish conscious contact with colleagues, customers and other stakeholders.
- Understand the key aspects of communication and apply listening techniques.
- Tune into the thinking patterns of others during conversations.



This course is designed to assist individuals looking to enhance their communication skills and build more meaningful connections in their personal and professional lives.

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Capgemini Academy's professionals offer what people in IT need. Our professionals have a keen eye for motivation, talent and are aware of specific contexts and circumstances. They move people to move. Programmes and courses that originate from daily experience of our both didactical and substantively strong trainers, light a fire within the individual IT professionals. Real life stories of our professionals' experience that tell how to solve problems and work with the people around it, do the rest.

An organization, like ours, helps people and their organizations day by day to get the best out of themselves and each other. We prepare them to defy tomorrow's challenges. We stimulate learning and curiosity. In order for individual IT professionals and their employers, to build better, longer and more intensive relationships. For mutual benefit.

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