

THE ART OF STRATEGIC LISTENING

Start Date:	06/07/2026	End Date:	10/07/2026
Categories:	Leadership Development	Venues:	Madrid
Formats:	In Person	Instructors:	

OVERVIEW

This course explores listening as a leadership superpower. Participants will develop skills to build trust, gain insights, and strengthen collaboration through intentional, strategic listening practices.

OBJECTIVES

By the end of this course, participants will be able to: – Differentiate between passive, active, and strategic listening. – Use listening to uncover unspoken needs and emotional cues. – Strengthen trust and connection through empathetic engagement. – Facilitate high-stakes conversations with confidence and clarity. – Build a listening culture that drives alignment and innovation.

COURSE OUTLINE

1- Listening: The Most Underrated Leadership Skill
2- Deep Listening for Understanding and Trust
3- Listening Tools for Conflict, Feedback, and Inclusion
4- Strategic Listening in Meetings and High-Stakes Settings
5- Designing Teams That Listen to Learn

TARGET AUDIENCE

All Supervisory Levels, Leaders, facilitators, team heads, HR professionals, and anyone in roles requiring empathy, insight, and communication excellence.

METHODOLOGY

Listening labs, reflection journals, real-play conversations, silence exercises, empathy mapping, and team dialogue design.

CONCLUSION

Participants will leave as more aware, connected, and intentional communicators—able to use listening as a strategic advantage.

DAILY AGENDA

Day 1: Listen to Lead

Reframe listening as an active, strategic leadership behavior.

Day 2: Hear What's Not Said

Practice identifying emotion, resistance, and needs beneath words.

Day 3: Listen to Resolve

Facilitate feedback, negotiation, and inclusion through listening.

Day 4: Lead Listening Conversations

Guide productive team and stakeholder discussions with skill.

Day 5: Build Listening Cultures

Create rituals and practices that promote open, deep listening.

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