

Listening Skills

April 21, 2010

10:00 a.m. – 11:00 a.m. EST or
3:00 p.m. to 4:00 p.m. EST

Topics covered will include:

- Know the difference between hearing and listening
- Explain why effective listening is important in your credit union
- List four basic types of barriers to effective listening
- List techniques for improving listening skills
- List ways to actively listen
- Identify nonverbal cues
- Use empathetic statements
- Use questions and paraphrasing
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Formats: **\$199** per telephone connection or CD Only. *Unlimited Listeners*
 \$249 telephone connection and CD

Cancellation: Refunds will be issued, less a \$50 administration fee, up until the handouts and access information are emailed.

If you have not received your handout materials 3 days prior to session, contact the Education Department.

For more info...call us at 800-572-7359 or 423-899-2425 x 119 or 138
FAX: 423-899-8726 **MAIL:** P.O. Box 21550, Chattanooga, TN 37424



Sign Us Up!

Listening Skills
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Credit Union _____

Format ordered _____

Address _____

Contact Person _____

Session
AM or PM

Email Address _____

Phone _____ Fax _____



Distance Learning

Donate to the Herbert Ellison Scholarship Fund: ___ \$25 ___ \$50 ___ \$75 ___ \$100 ___ Other

Payment Method:

___ Enclosed is a share draft/check for \$ _____ payable to Tennessee Credit Union League.

___ A share draft/check for \$ _____ payable to Tennessee Credit Union League will follow.

___ I authorize Vol Corp Credit Union to debit the credit union account for \$ _____

Account #: _____ Authorized Signature: _____

(Requires prior completion of Authorization Agreement for Direct Payments [ACH Debits].)