



KEYNOTE

# Active Listening

## The Meta-Skill Needed for Successful Leadership



This leadership-focused keynote distills down the actionable insights Heather learned leading people, managing culture, improving customer experience, and increasing productivity for mid-to-large size companies. Your leadership team will be better equipped to ensure everyone at work feels valued and heard through the power of active listening.

### Leading Teams with the Art of Active Listening

#### This program is perfect for leaders:

- ✓ Seeking to understand employees, prospects or customers better to meet their needs
- ✓ Working to improve the culture at work to ensure everyone feels heard, valued, and appreciated
- ✓ Supporting others at work to become more engaged, motivated, and productive

#### The audience will leave with:

- ✓ The one success characteristic they need to reach their goals and create win-win scenarios at work
- ✓ An inspired understanding of how to practice active listening with those who look to them for guidance
- ✓ A listening process that will unlock valuable insights and deliver desired outcomes



**HALF OR FULL DAY WORKSHOPS WITH BUILT-IN COACHING ARE AVAILABLE AFTER THE KEYNOTE TO SOLIDIFY LEARNING AND ENSURE IMPLEMENTATION AFTER THE EVENT.**

Heather R Younger ranks as one of the *very best* speakers and thought leaders ever encountered on DEI initiatives.



*At Xerox's Diversity, Inclusion and Belonging 'All of Us Together' event, she delivered a dynamic and engaging presentation on the topic of intersectionality as the keynote speaker. Heather shared the importance of whole self-leadership, and how to use intersectionality to make connection points that help strengthen our culture."*

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