

Active Listening

The Meta-Skill Needed for Teams

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



How to Know Exactly What Your Team Members Want

This program is perfect for teams:

- Seeking to understand each other and get better outcomes on projects and goals
- 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.

> This is the blueprint you need to create a culture of listening at work.



One that will ensure those in your care know you've heard them, and that will inspire them to respond with more loyalty.

Garry Ridge | "The Culture Coach", Chairman Emeritus at the WD-40 Company



