

PROFESSIONAL CERTIFICATION FOR LEADERS

# Art of Active Listening Facilitator™

## Transform Organizational Culture From The Inside Out

Are you ready to equip your leaders to become high-value champions of change in your organization through effective and caring leadership?

Your team will be better equipped to improve both employee and customer satisfaction and hit their goals through the power of active listening.

### Improve Employee & Customer Experience

#### This certification program is perfect for leaders:

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

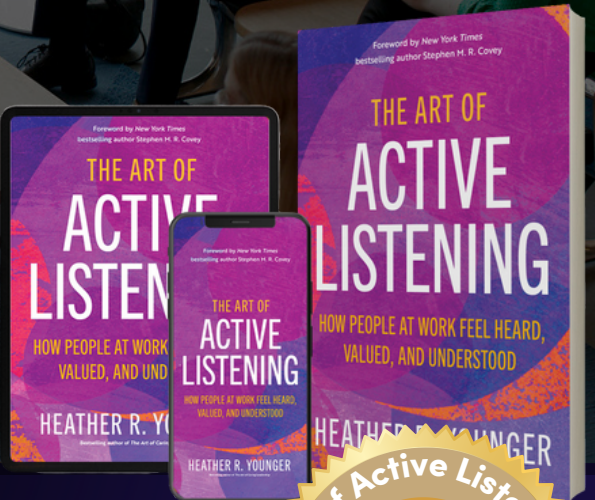
#### Your organization will benefit from:

- ✓ Caring leaders with the success characteristic they need to reach their goals and create win-win scenarios at work
- ✓ Engaged employees with an inspired understanding of how to practice active listening with prospects and customers
- ✓ A winning culture based on a listening process that will unlock valuable insights and deliver desired outcomes



*By leveraging the framework*  
which Heather R. Younger and her team uses when delivering to companies and organizations globally, I now have the resources, support, and deeper understanding of what it truly is required to transform teams and culture from within.

Laurent Pierre Jr - Senior Vice President, NielsenIQ



2-DAY COHORTS IN DENVER, CO OR PRIVATE WORKSHOPS ARE AVAILABLE