



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 01 March 2026 To 05 March 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course on "Active Listening and Empathy Skills" is designed to enhance communication, improve relationships, and foster a more supportive and understanding work environment. Participants will engage in interactive sessions, practice crucial techniques, and receive constructive feedback to develop these essential skills.

## Objectives

- Understand the fundamentals of active listening and empathy.
- Learn to overcome barriers to effective listening.
- Develop skills for empathetic communication in diverse environments.
- Enhance workplace relationships through improved listening and empathy.
- Implement strategies for sustained personal and professional growth.

## Course Outlines

### Day 1: Understanding Active Listening

- Introduction to Active Listening: Definitions and Importance
- The Listening Process: Stages and Components
- Barriers to Active Listening and Strategies to Overcome Them
- Building Concentration and Focus during Conversations
- Practical Exercises: Listening without Interrupting

### Day 2: Developing Empathy

- Defining Empathy: Types and Significance in Communication
- The Neuroscience of Empathy: Understanding Emotional Resonance
- Cultural and Diverse Perspectives in Empathy
- Active vs. Passive Empathy: Knowing the Difference
- Role-playing Sessions: Putting Yourself in Someone Else's Shoes

### Day 3: Enhancing Communication Skills

- The Role of Nonverbal Communication in Active Listening
- Effective Questioning Techniques to Encourage Dialogue
- The Power of Silence: Creating Space for Open Communication
- Reflective Listening: Paraphrasing and Summarizing for Clarity
- Feedback Sessions: Learning from Peer Observations

### Day 4: Applying Skills in the Workplace

- Building Trust and Rapport through Effective Listening
- Navigating Difficult Conversations with Empathy
- Facilitating Team Meetings: Encouraging Participation and Feedback
- Conflict Resolution: The Role of Listening and Empathy
- Case Studies: Real-world Applications and Group Discussions

## **Day 5: Sustaining Growth and Development**

- Personal Listening and Empathy Audit: Identifying Strengths and Areas for Improvement
- Setting Goals for Continuous Improvement and Practice
- Maintaining Empathy and Active Listening Skills Under Stress
- Creating a Supportive Work Environment that Fosters Open Communication
- Final Reflections: Sharing Experiences and Lessons Learned