



Active Listening & Effective Questioning



Course Summary

Being able to listen well and ask questions effectively is a core skill of every role in every workplace. In some roles, this becomes a crucial skill. Effective listening and questioning techniques are two of the most powerful skills coaches use to help educators obtain knowledge, deepen understanding, refine skills, reflect on instructional practices, and learn how to successfully communicate with students and colleagues. In this module, coaches explore the fundamental steps necessary in planning for, cultivating, monitoring, and maintaining the ongoing cognitive growth and verbal interactions of teachers.

Teachers, school staff and others need to be versed in the functions, features, and purposes of communication and be able to model good communication skills when working within and across diverse groups. In addition, professional conversations are a necessary tool to assist teachers in mediating their own learning processes and, in turn, mediating the learning processes of their students.

Course Objectives

The course aims to give the participants fascinating and useful techniques for asking precision questions and facilitative listening. They will discover why it's essential not to make assumptions and avoid guessing what someone else is going to say. They will learn the importance of gaining clarity by asking questions that turn implicit communication into explicit facts. They will also acquire valuable techniques they can use to ensure they listen effectively in a variety of business situations. Participants leave with simple and practical techniques they can apply immediately and on a daily basis.

Direct learning outcomes:

- Recognise the importance of preparing questions that are focused on the participants' objective;
- Know how to make sure key messages are communicated clearly and effectively;
- Learn how to avoid misunderstandings and making assumptions;
- Be able to use precision questioning techniques to elicit the information required;
- Acquire techniques that can be used to ensure that participants are listening effectively in all situations.

Beyond learning outcomes:

- Reinforcing self-awareness as a European citizen;
- Improve communication and social skills;
- Promoting intercultural awareness;
- Improve language skills.



PROGRAMME

Contents	
Day 1 Sunday	Meet at 18:00 <ul style="list-style-type: none"> Welcome session and introduction to the course; Presentation of the participants and team; Team Building; Dinner and networking.
Day 2 Monday	Meet at 09:00 Communication - share and receive information: <ul style="list-style-type: none"> a source of messages a sender of messages a channel along which messages flow a receiver of messages the receiver's knowledge of the code Speaking and Listening
Day 3 Tuesday	Meet at 09:00 The speaker The listener <ul style="list-style-type: none"> Several communications games Questioning and Answering <ul style="list-style-type: none"> the speaker's ability to construct and purposefully dispense well thought out questions the listener's ability to provide answers based on background knowledge and experiences Getting to know us better Social program - Cultural excursion in local area
Day 4 Wednesday	Meet at 09:00 <ul style="list-style-type: none"> Question Models What type of question should I ask? What do I need the question to do? Communication games Afternoon – Networking and Entertainment program
Day 5 Thursday	Meet at 09:00 <ul style="list-style-type: none"> Eliciting Information (Why is this a better time?) Shaping Understanding (What do you mean by...? How do you perceive...?) Promoting Reflection (What might happen in your class if ...?) Social program – (River cruise and wine cellars)- Optional
Day 6 Friday	Meet at 09:00 <ul style="list-style-type: none"> Course roundup and review Course evaluation; Learning validation; Certification.



Locations

In Porto – Portugal

Course Duration and Costs

All costs of our courses can be supported with a grant under KA1 of the Erasmus+ programme.

Learning Together charges for a **6 days course 570 euros per participant (A+B)**

A - Course fee and Duration: for our 6 days course, the price fee is 420 euro for tuition and materials (6 day course x 70,00 Euros per day). This is covered with the course fee that you get with your KA1 grant: 70 euro per day.

B - Organizational Support: Payment of 150 EUR per participant (total amount).

Each educational organization also receives 350 Euros per participant for organizational support. Learning Together will only charge you 150 Euros for administration and organization costs (Local organization, pedagogic support activities, learning validation, certification and Europass Mobility validation). This fee also includes the social program below.

Social Program

- ✓ Cultural Heritage day: Guide visit to the city of Porto.
- ✓ Visit to "Ribeira" and 6 Bridges Boat Trip.
- ✓ Visit to Port Wine Cellars.

To be paid by yourself from the KA1 grant

- Your grant covers travel costs. The amount is calculated based on the distance that you need to travel from your home place to the course.
- Your accommodation and meals will be assured through Individual support. The amount that you receive to cover the costs of your stay depends on the country that you choose. The range for Portugal is between 60-120 Euros per day and participant. This amount covers your stay at hotel and your meals. Learning Together don't book your stay at the hotel but we can give you tips and advice for your booking. Plenty of restaurants are available on the city for your daily meals. This option allows you to explore freely our city, hotels, restaurants and course travels.

Course Dates

- 21 June 2020 to 26 June 2020
- 20 June 2021 to 25 June 2021

[Apply Now](#)