The Power of Listening!

EMPATHIC BUSINESS

COMMUNICATIONS

**Learn to Change Hearts and Minds!!**

**Dates: March 11th, April 8th, and May 13th, 2018**

**Times: 1:30～5:00 pm（w/30 min. Tea Break）**

**Location: Mother Moon Café, Suruga Ku, Oshika 3-1-41, ph. 285-0605**

**Price: 1.2000 for all 3 classes, totaling 9 hours of English!**

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| The Power of Listening Workshop Action Points |
| Spring 2018 | March 11th | **Active Listening (AL) in Work Situations**First we introduce Active Listening and its use in the workplace. After practicing AL with a partner in a variety of situations, we study it in detail using videos and written role plays. *Introduce AL* *→ Reflecting → Open Questions → Summarizing* |
| April 8th | **Motivational Interviewing (MI) for Business**Armed with our new Active Listening skills, we go a step further and use MI to promote ‘change talk’ which helps others overcome ambivalence.*Introduction to MI → Change Talk → Overcoming Ambivalence*  |
| May 13th | **Positive Psychology in the Workplace**  We will see how different styles of communicating (praise, blame, advice giving) can help/hinder productivity at work. We will role play how to promote others’ creativity through positive communications.*Intentional Observation → Recognizing Personal Qualities*  |

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Applicants must be:

Native Speakers

Or

TOEIC 600＋

**Eric Lenhardt, LCSW**

**University of Shizuoka**

**Native English Instructor**

**Private Psychotherapist**

**Former EAP Counselor, NYC**