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COMMUNICATION AND WRITING SKILLS | CWS-027

Active Listening and Questioning Skills

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Course content

Why Attend

Most people believe they are good listeners, yet misunderstandings, missed details and frustrated colleagues and customers suggest otherwise. True listening means understanding not only the words but also the meaning, feelings and needs behind them. Combined with skilful questioning, it is the foundation of trust, influence, problem solving and effective leadership.

This Active Listening and Questioning Skills training course develops participants' ability to listen with full attention and ask questions that uncover information, clarify thinking and build rapport. Participants learn about barriers to listening, levels of listening, non-verbal communication, reflecting and summarising, and how to use different question types for different purposes.

Course Methodology

• The course is experiential, with most time spent practising. Participants work in pairs and trios on listening exercises, observed conversations and questioning drills, giving and receiving feedback. Short inputs introduce models and techniques, and reflection activities help participants identify their own habits.

Course Objectives

• Explain the value of active listening in professional relationships

• Recognise personal barriers and habits that block listening

• Apply different levels of listening appropriately

• Read and use non-verbal signals effectively

• Use paraphrasing, reflecting and summarising to confirm understanding

• Choose question types suited to different purposes

Target Audience

• Managers and team leaders

• Customer service and sales professionals

• HR and employee relations staff

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Course content

- Coaches and mentors

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Course outline

Detailed course outline

Day-by-day outline for Active Listening and Questioning Skills.

Day 1 - The Power of Listening

- 09:00-09:34 | Why listening is the most underused communication skill
- 09:34-10:08 | The costs of poor listening at work
- 10:08-10:42 | Hearing compared with listening and understanding
- 10:42-11:00 | Common barriers: distraction, assumptions and judgement
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Common barriers: distraction, assumptions and judgement (continued)
- 11:46-12:20 | Personal listening habits and self-assessment
- 12:20-12:53 | Creating the conditions for good listening
- 12:53-14:00 | Exercise: experiencing poor and good listening

Day 2 - Levels and Techniques of Listening

- 09:00-09:34 | Levels of listening from internal to global
- 09:34-10:08 | Giving full attention and managing inner dialogue
- 10:08-10:42 | Encouraging the speaker with minimal prompts
- 10:42-11:00 | Paraphrasing to check understanding of content
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Paraphrasing to check understanding of content (continued)
- 11:46-12:20 | Reflecting feelings to show empathy
- 12:20-12:53 | Summarising to clarify and move conversations forward
- 12:53-14:00 | Practice: listening triads with observer feedback

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Day 3 - Non-Verbal Communication

- 09:00-09:34 | The role of body language, voice and silence
- 09:34-10:08 | Reading non-verbal signals without over-interpreting
- 10:08-10:42 | Using posture, eye contact and gestures to show attention
- 10:42-11:00 | Cultural differences in non-verbal communication
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Cultural differences in non-verbal communication (continued)
- 11:46-12:20 | Listening effectively on the telephone and video calls
- 12:20-12:53 | Noticing mismatches between words and signals
- 12:53-14:00 | Exercise: observing non-verbal communication

Day 4 - The Art of Questioning

- 09:00-09:34 | Open, closed, probing and clarifying questions
- 09:34-10:08 | Funnel questioning to move from broad to specific
- 10:08-10:42 | Avoiding leading, multiple and loaded questions
- 10:42-11:00 | Questions that uncover needs, motives and concerns
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Questions that uncover needs, motives and concerns (continued)
- 11:46-12:20 | Coaching questions that encourage reflection
- 12:20-12:53 | Using silence after asking a question
- 12:53-14:00 | Practice: questioning drills and role plays

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Day 5 - Listening in Challenging Situations

- 09:00-09:30 | Listening to angry or upset colleagues and customers
- 09:30-10:00 | Staying calm and non-defensive under criticism
- 10:00-10:30 | Listening across disagreement and conflict
- 10:30-11:00 | Listening as a manager in performance conversations
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Building trust through consistent listening
- 12:30-13:30 | Final practice: an extended challenging conversation
- 13:30-14:00 | Personal action plan for listening and questioning

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Seminar dates

Available seminar dates

Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Paris	Classroom	**€2,810**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Rome	Classroom	**€2,830**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Vienna	Classroom	**€3,425**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Amsterdam	Classroom	**€3,215**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Cape Town	Classroom	**€1,825**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Geneva	Classroom	**€3,315**

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Seminar dates

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Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Istanbul	Classroom	**€2,825**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Madrid	Classroom	**€3,400**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Munich	Classroom	**€2,425**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Paris	Classroom	**€2,810**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Seminar dates

Available seminar dates

Live dates and pricing for Active Listening and Questioning Skills generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**