

ORT News - Tuesday, June 23, 2015
Webinar: Active Listening



ORT News!

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Are You Only Hearing, or **Actively Listening**?

Experts say we're naturally just not good listeners for a whole range of reasons. During a casual conversation with someone we have a tendency to swap stories, so we interrupt. When a complaining customer is talking we often are only partially hearing what they are saying because, not only can it be uncomfortable, we've already begun thinking of how to resolve the issue. And then there's "**listener burnout**". This occurs when the other person is talking about something that is dis-interesting to us and/or the discussion is about something you've had multiple times with others.

Please join us for a [webinar](#) about Active Listening on **Thursday, July 9th at 9 am, MDT**. This half-hour program is for everyone and you'll learn tips to help you improve your listening skills for both your professional and personal life.

Thursday, July 9th
9 - 9:30 am, MDT

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