

Effective listening: business skills

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Abstrak

Listening may be one of the most under-rated skills in the world of business. Most people assume they already know how to listen because the mechanics seem so simple: One individual speaks, and another individual hears and responds. But listening is far more complex than simply hearing. It involves hearing, seeing, comprehending, and interpreting communication. Effective listening requires applying good listening skills. To help you achieve greater productivity, excellence, solid relationships, collaboration, sharing, and innovation, this Infoline provides a solid understanding of the basic principles of effective listening including a four-step listening model, 25 tips to be a better listener, and an overview of the listening habits of effective leaders.