

Active Listening in the Workplace — Design Document

Subjects	Topics To Include
Business Purpose	<ul style="list-style-type: none"> In fast-paced work environments, communication often becomes reactive—leading to misunderstandings, duplicated work, and missed opportunities. Active listening is a powerful, often overlooked tool for building trust, reducing conflict, and improving team performance. The purpose of this training is to help learners understand what active listening is, why it matters in the workplace, and how to practice it daily to foster more meaningful and productive conversations.
Target Audience	<ul style="list-style-type: none"> All employees, especially those in collaborative or client-facing roles, who want to improve their communication skills and workplace relationships.
Training Recommendation	<ul style="list-style-type: none"> Self-paced microlearning course built in Rise 360
Deliverables	<ul style="list-style-type: none"> Rise 360 Microlearning Module Job Aid (Canva)
Learning Objectives	<p>By the end of this course, learners will be able to:</p> <ul style="list-style-type: none"> Define active listening Recognize the impact of poor vs. effective listening Apply active listening strategies during workplace conversations
Audience Engagement Strategy	<p>This course is designed for mid-level professionals in their 30s and 40s who work across teams and communicate through Zoom, Slack, and email. They're sharp, busy, and appreciate content that gets to the point. Many are fans of Seinfeld and The Office, so humor and cultural references are key to grabbing attention.</p> <p>To engage them, the course includes:</p> <ul style="list-style-type: none"> Direct nods to Seinfeld and The Office—including AI-generated parody images and dialogue-inspired scenarios Real-world situations they encounter daily (e.g., miscommunications over Slack, feedback loops in meetings) A fast, conversational tone that feels practical—not preachy <p>The goal is to make learning feel relevant, quick, and enjoyable.</p>

Active Listening in the Workplace — Design Document

Tone & Delivery Style	<p>The tone of this course is warm, smart, and conversational. It balances professionalism with approachability. Examples are drawn from everyday workplace situations—not just HR manuals—and the voice of the module mimics how a trusted peer or favorite podcast host might teach.</p> <p>We aim for:</p> <ul style="list-style-type: none"> • Clarity without dryness • Humor without distraction • Simplicity without dumbing down
Training Outline	<p>Rise 360 Microlearning Module:</p> <ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> - Welcome message - Course Navigation • What is Active Listening? <ul style="list-style-type: none"> - Definition and common myths • Why It Matters at Work <ul style="list-style-type: none"> - Benefits like collaboration, reduced misunderstandings, and inclusion • How to Practice Active Listening <ul style="list-style-type: none"> - Full attention, verbal affirmations, paraphrasing, and avoiding interruptions • Real-World Scenarios <ul style="list-style-type: none"> - Peer feedback, 1:1s, brainstorming, and customer complaints
Job Aid	<p>A printable/desktop-friendly job aid that includes:</p> <ul style="list-style-type: none"> • “The 5 Dos and Don’ts of Active Listening” • A sample script of reflective listening • Visual checklist for before/during/after a conversation
Summary	<p>Active listening is not about staying silent—it’s about being present, intentional, and respectful in your responses. By practicing active listening, employees can improve workplace culture, boost performance, and strengthen team dynamics.</p>
Evaluation Plan	<ul style="list-style-type: none"> • “How Well Do You Listen?” Self-Assessment Survey

Active Listening in the Workplace — Design Document

- | | |
|--|--|
| | <ul style="list-style-type: none">• Learners rate habits on a scale (Always to Never)• Optional: Scenario-based knowledge check questions |
|--|--|

IN PROGRESS