

www.epicprofiles.com

The *Personal Listening Profile*[®] *Facilitator's Manual*

The *Personal Listening Profile* Facilitator's Kit Volume I

This product is sold with the understanding that the publisher is not engaged in rendering legal or other professional service. If legal advice or other expert advice is advisable, the services of a competent professional should be sought at your own expense.

Product Code: B-317-01

ISBN 1-56774-044-8

©1995 by Inscape Publishing, Inc. All rights reserved. Copyright secured in the U.S. and foreign countries. Printed in the United States of America, March 2003. Version 2.0

This publication may not be reproduced or used in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage retrieval system, or by any other means, without permission in writing from the publisher: Inscape Publishing, Inc., 6465 Wayzata Blvd., Suite 800, Minneapolis, Minnesota 55426-1725.

“Personal Listening Profile” is a registered trademark of Inscape Publishing, Inc.



THE *PERSONAL LISTENING PROFILE*[®] FACILITATOR'S KIT

Table of Contents

Volume I — Facilitator's Manual

SECTION ONE: INTRODUCTION	1
OVERVIEW OF <i>PERSONAL LISTENING PROFILE</i> [®] FACILITATOR'S MANUAL	1
BACKGROUND	1
OVERVIEW OF THE <i>PERSONAL LISTENING PROFILE</i>	2
<i>Appreciative Listening</i>	4
<i>Empathic Listening</i>	5
<i>Comprehensive Listening</i>	6
<i>Discerning Listening</i>	7
<i>Evaluative Listening</i>	8
USES AND SETTINGS FOR THE <i>PERSONAL LISTENING PROFILE</i>	9
<i>Application to Personal Development</i>	9
<i>Enhancing Organizational Training Programs</i>	9
QUALIFICATIONS OF SEMINAR FACILITATORS	10
FACILITATOR COMPETENCY CHECKLIST	11
COMPETENCY CHECKLIST ANSWERS	16
ADVANTAGES OF USING THE <i>PERSONAL LISTENING PROFILE</i>	19
DEVELOPMENT OF THE LISTENING MODEL	19
DEVELOPMENT STEPS	20
ABOUT THE PUBLISHER	25
SECTION TWO: ADMINISTERING THE <i>PERSONAL LISTENING PROFILE</i>	27
INTRODUCTION	27
ESTABLISH A PROPER ENVIRONMENT	27
SELECTING THE BEST SETTING	27
ASSURE MINIMUM REQUIREMENTS	28



Personal Listening Profile[®] Facilitator's Manual

ESTABLISH PURPOSE AND PROCESS	29
GIVE CLEAR DIRECTIONS	29
MATERIALS NEEDED	30
SUMMARY OF ADMINISTRATION PROCESS.....	31
SECTION THREE: INTERPRETING THE <i>PERSONAL LISTENING PROFILE</i>[®]	33
INTRODUCTION	33
SUMMARY OF INTERPRETATION PROCESS	33
PERSONALIZING THE <i>PERSONAL LISTENING PROFILE</i> [®] INFORMATION.....	35
SECTION FOUR: APPLICATIONS.....	37
COMMUNICATION SKILLS	37
TEAM-BUILDING.....	37
PRODUCTIVITY	37
CUSTOMER SERVICE.....	38
SELLING SKILLS.....	38
MANAGEMENT DEVELOPMENT.....	38
CONFLICT RESOLUTION.....	38
SELF-CONFIDENCE	39
SECTION FIVE: FREQUENTLY ASKED QUESTIONS.....	41