Garnet
Garnet Global Training Center

GGT-PD-123

Personal Effectiveness & Office Skills

Active Listening

الإصغاء الفعال

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Active Listening turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Core skills that make every professional more productive and easier to work with. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Active Listening to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

Who should attend

Employees at all levels, new supervisors and administrative staff. Practitioners with one to five years of experience benefit most.

Key topics

- Time and priority management
- Communication and writing
- Working with others
- Problem solving
- Digital productivity
- Personal development planning

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Active Listening: principles and standards
- Personal development planning
- Measurement and reporting

Day 2 Methods and tools in practice
- Time and priority management
- Communication and writing

Day 3 Diagnosis and problem solving
- Working with others
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation
- Problem solving
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan
- Digital productivity
- Regional and international case studies

10-day outline

Day 1 Active Listening: principles and standards
- Personal development planning
- Measurement and reporting

Day 2 Methods and tools in practice
- Time and priority management
- Communication and writing

Day 3 Diagnosis and problem solving
- Working with others
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation
- Problem solving
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan
- Digital productivity
- Regional and international case studies

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
15–26 Feb 2027	10-day classroom	Istanbul	English	8,950
10–14 May 2027	5-day classroom	Casablanca	English	4,750
8–12 Nov 2027	5-day online	Live online	Arabic	2,950
20–24 Dec 2027	5-day classroom	Abu Dhabi	Arabic	4,750
10–14 Jan 2028	5-day classroom	Paris	English	4,750
5–9 Mar 2028	5-day classroom	Riyadh	English	4,750
5–16 Jun 2028	10-day classroom	Barcelona	English	8,950
7–18 Aug 2028	10-day online	Live online	English	5,450
12–16 Mar 2029	5-day classroom	Abu Dhabi	Arabic	4,750
14–25 May 2029	10-day classroom	Amsterdam	English	8,950

Dates	Format	City	Language	Fee (USD)
11–15 Jun 2029	5-day online	Live online	Arabic	2,950
13–17 Aug 2029	5-day classroom	Kuala Lumpur	English	4,750
18 Feb – 1 Mar 2030	10-day classroom	Amsterdam	English	8,950
13–24 May 2030	10-day online	Live online	Arabic	5,450
12–16 Aug 2030	5-day classroom	Abu Dhabi	Arabic	4,750
8–12 Sep 2030	5-day classroom	Amman	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/