

Listening to Invest

presented by the proven facilitators of



AGC Georgia Training Center; 1940 The Exchange, Atlanta 30339

Multiple offerings of this one-day class are listed below



Your Construction Industry Partner

In Listening to Invest, participants learn to apply reflective listening – an “other-focused” listening technique – in employee and customer conversations to invest in relationships while getting results.

This unique listening skill is the foundation for realizing success in many other skills such as coaching, feedback, conflict management, and solution-based selling. It is also the often over-looked skill, that when applied, makes a significant positive impact in all major relationships at work and in life!

In this course you will:

- Map and describe the communication process, each part of the process and when to engage it in conversation
- Explain the many motivators of listening and how they each impact the communication process
- Discuss the differences between sympathy, empathy and compassion
- Understand and demonstrate the components of empathy
- Learn the skill of reflective listening
- Discover the power of empathy as a means of connection when practicing reflective listening
- Practice reflective listening within both employee and customer contexts
- Develop an action and accountability plan to improve your skills

Who should attend: Individual contributors to your team and company leadership

Course Length: 8 hours of instruction (*completed in one day*)

Each offering of Listening to Invest will be hosted from 8:00 a.m. to 5:00 p.m. on the following dates:

2018: August 1 October 30
2019: April 18 August 6 November 6

AGC Georgia will also host three additional Life-Long Leadership classes. Listening to Invest is a prerequisite for enrollment into subsequent offerings.

- **Coaching to Empower** November 1, 2018 August 21, 2019
- **Achieving Results Through People** August 28, 2018 April 24, 2019 November 13, 2019
- **Conflict Management & Resolution** *Dates coming soon*

Note: Life-Long Leadership facilitates professional development sessions for AGC Georgia’s Executive Alliance (EA). The above sessions are NOT a replication of any content provided to EA members.

About Life-Long Leadership, Inc. (aka L3) is an Atlanta-based leadership development organization specializing in leadership workshops, executive coaching, team development and intervention, course and curriculum design, strategic change navigation, organizational effectiveness, and diversity training. L3 works with organizations such as Chick-fil-A, SunTrust, The Bill & Melinda Gates Foundation, The Home Depot, Windham Brannon, and many others to build up teams and individuals that understand their leadership potential and impact.

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Registration Information

- Lunch and course materials are included with all registration options.
- AGC Georgia members save \$20 by registering at www.agcga.org
 - All options increase \$20 if registration is received within two weeks of class start date.

The following pricing options are valid for each date AGC Georgia offers *Listening to Invest*

- **\$279** – A representative of an AGC Georgia member
- **\$249** – A member of the AGC Georgia's Young Leadership Program(YLP)
- **\$379** – A representative of a non-AGC Georgia member

Please choose one date	Date
<input type="checkbox"/>	Wednesday, August 1, 2018
<input type="checkbox"/>	Tuesday, October 30, 2018
<input type="checkbox"/>	Thursday, April 18, 2019
<input type="checkbox"/>	Tuesday, August 6, 2019
<input type="checkbox"/>	Wednesday, November 6, 2019

Registrant Information

Name: _____

Company: _____

Registrant's Email: _____ Registrant's Cell #: _____

Paying by:

- ☐ Check: Make payable to AGC Georgia. Mail copy of this completed form with check to:
Wells Fargo Bank / AGC Georgia; P. O. Box 934023; Atlanta, GA 31193-4023

☐ Charge ☐ AmEx ☐ MC ☐ Visa ☐ Discover **TOTAL AMOUNT DUE \$** _____

Name on Card: _____ Card # _____ Exp. _____

Regardless of payment method, please use one of the methods below to return this form:

- **Electronically:** Use "Click to Submit" button to attach to an automated email
- **Fax:** 678-298-4101
- **Email:** (after manually filling out form): registration@agcga.org

For more information, please contact Cindy Parham @ 678-298-4112 or parham@agcga.org.

Cancellation policy: The registration fee is fully refundable up to one week prior to the event. If you do not cancel before the one-week period or do not attend the offering, the registration fee will not be refunded. Substitutions are encouraged and may be made by calling 678.298.4112. A confirmation email will be sent one week prior to the course.