



KeyTrain® Listening

Course Objectives, Outlines and Estimated Times of Completion

Listening Course Description:

KeyTrain's Listening course teaches the basic skills necessary to listen to and accurately record information in workplace situations. Examples focus on applying this ability in real-world circumstances. The program uses a variety of interactive exercises, which incorporate many recorded voices, so that the learner can practice each concept and listen to different types of speech patterns and accents. Immediate feedback from the exercises aid learning. KeyTrain courses are comprehensive and easy-to-use. A full human-voice sound track provides direction and instruction, which enhances the learning experience by engaging an additional sense.

Listening Level 1 Course Objectives:

The learner shall: prepare and be ready to listen; understand the impact of inaccurate listening; remember crucial information long enough to act on it; record minimal pertinent information; understand factors that interfere with attentive listening; develop skill in focusing attention during listening; apply strategies for using listening time effectively; find the gist, or essence of what the speaker is saying, including the main idea and important details; verify information that they hear; determine the purpose of listening; discern inferred information, as well as stated facts; overcome vocabulary problems; follow directions more effectively.

Listening Level 1 Course Outline:

Introduction; Preparing to Listen; Listening for Information (gist of the message, main idea and important details); Following Directions; Listening for Understanding (purpose of listening, inferred information, etc.); Quiz (affirm course content)

Listening Level 2 Course Objectives:

The learner shall: put what they hear into a logical order; maintain information long enough to record or act on it; handle multiple task assignments; follow a speaker when they change subjects; check what they hear for inconsistencies; determine what information is important; follow a prescribed sequence; follow directions using graphical shapes; use maps and drawings to relate what they hear and take notes; complete forms by listening to information; take notes from verbal instructions; put procedural steps in the proper sequence; given verbal instructions, decide on the proper course of action for a situation; gather important details by taking notes, recording names and numbers; make decisions from the details that they hear.

Listening Level 2 Course Outline:

Introduction; Following Directions; Getting the Details; Organizing What You Hear; Quiz (affirms course content)

Listening Level 3 Course Objectives:

The learner shall: determine the speaker's main message and differentiate between important and unimportant details; practice taking notes; analyze where the main idea in a spoken message usually occurs; consider what logically should come next in a spoken passage; notice inconsistencies in what they hear; use body language and visual cues to aid understanding; note the tone of the speaker's message to determine meaning; understand what the speaker infers, as well as what is actually said; use cues and signal words to focus on important items in a message; focus attention to what has to be done immediately; take notes by anticipating;

understand when the subject changes by the speaker's use of transition words; use cues to determine the relationship between spoken facts and ideas; visualize what is being said and involve other senses in the act of listening; chart or graph information that is heard; understand the reason they are listening and how that affects their interpretation of what they hear.

Listening Level 3 Course Outline:

Introduction; Listening for Details; Predicting Outcome (what logically should come next and listening for inconsistencies); Signal Words (useful cues in listening); Literal Comprehension (understand information from longer passages); Quiz (affirms course content)

Listening Level 4 Course Objectives:

The learner shall: interpret messages correctly; be active in their listening and understand that accurate listening requires two involved parties; evaluate the purpose of listening; consider assumptions that the speaker may make; take messages and determine what action to do and what action to delegate. Listen to a lecture and organize the material heard; weed out clutter and unnecessary information from an unfocused speaker; listen with interest and focus on the entire message; understand speakers' messages, including relevant details, and supporting information. Evaluate what the main points are, including inferences; understand and interpret speakers with different enunciation, emotion, and vocabulary; follow detailed instructions; deal with unfamiliar words and jargon; relate what is heard to what they already know. Focus attention on what is being said and cue in on familiar signal words and context; understand the thoughts the speaker might have when being assigned a specific task. Consider non-verbal clues, such as tone of voice, body language, gestures, eye contact, rapidity of speech; use contextual clues, such as generalizations, word choices, phrasing, speech and sentence patterns; understand the impact of emphasis and word order.

Listening Level 4 Course Outline:

Introduction; Listening for Details; Interpretation (emphasis, context, word order, etc.); Following Directions; Listening Challenges (assumptions, unfocused speakers, etc.); Quiz (affirms course content)

Listening Level 5 Course Objectives:

The learner shall:

Consider the speaker's background; think about what is being said while listening; predict what logically will come next in a statement; control their reaction and understand the entire message. Think while listening; relate what they hear to their experience; interpret the information given; evaluate similarities and differences; analyze supporting information; note errors by the speaker; proofread messages. Understand the impact of listening well or poorly; consider the affect of subtle details and preconceived notions; follow complex directions and instructions exactly. Evaluate what is heard in order to make the proper decision and take the proper action; record the mood and feeling of a message as well as the facts; interpreting meanings and intent; making inferences based on cues in the message. Use verbal clues, such as word choice and word order

Gather insight into the situation from nonverbal clues, such as tone, inflection, gestures, and body language.

Listening Level 5 Course Outline:

Introduction; Complete Details; Following Directions; Critical Listening (reaction, thought, evaluation); Verbal vs. Nonverbal; Interpretation (meanings, intent, inferences); Quiz (affirms course content)

Listening Estimated Time of Completion:

Note: Although KeyTrain courses are delivered as an entire course with all Levels we are providing Level completion times.

Course Name	Section Title	Estimated Time of Completion
KeyTrain Listening	Introduction and Work Keys Introduction	1 hour
KeyTrain Listening	Pre-Test	1 hour
KeyTrain Listening	Level 1	8 hours
KeyTrain Listening	Level 2	8 hours
KeyTrain Listening	Level 3	8 hours
KeyTrain Listening	Level 4	8 hours
KeyTrain Listening	Level 5	8 hours