COURSE SYLLABUS

Listening and Memory Development Course (Self-Paced)

Improve work performance by increasing your ability to absorb and retain information. Learn the techniques for listening and capturing information for convenient recall. Develop more confidence and improve productivity with your enhanced ability to access and recall important deadlines, policies, and other information.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/listening-and-memory-development-online



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Course Outline

Module 1: Listening Overview

- Understand the importance of listening in daily communication
- Recognize the link between listening and memory retention
- Explore listening statistics and common retention gaps

Module 2: Listening Challenges

- Identify common barriers to effective listening
- Reflect on personal listening habits and distractions
- Practice techniques to overcome mental and technological interruptions

Module 3: Listening Types

- Distinguish between active, passive, and competitive listening
- Apply situational listening strategies in various settings
- Explore how listener roles and environments affect comprehension

Module 4: Listening for Understanding

- Follow a structured process to understand, evaluate, and respond
- Practice clarifying and paraphrasing to ensure retention
- Avoid common interpretation and evaluation roadblocks

Module 5: Strengthening Listening

- Use key words, link phrases, and sequencing to enhance focus
- Strengthen listening through feedback and body language awareness
- Develop attention, empathy, and presence as listening tools

Module 6: Ensuring Others Listen

- Review communication styles that support effective listening
- Provide meaningful, assertive feedback using structured models
- Understand how personal style affects others' listening behaviors

Module 7: Memory Overview

- Define memory and its relationship to awareness and attention
- Differentiate between sensory, short-term, and long-term memory
- Explore concerns and misconceptions about memory

Module 8: Memory and the Brain

- Understand brain function and hemispheric dominance
- Learn how right- and left-brain traits influence memory processing
- Use brain-based strategies for optimal memory retention

Module 9: Improving Memory

- Apply the DRAGS method for memory improvement
- Practice reinforcement, association, and original awareness
- Use senses, visualization, and desire to increase memory retention

Module 10: Memory Techniques

- Learn and apply acronyms, associations, substitutions, and rhymes
- Explore visual, auditory, and tactile techniques for improved recall
- Combine writing, speaking, and self-care for memory optimization

Module 11: Memory Practice

- Apply learned techniques to remember names, numbers, and passwords
- Practice mnemonic devices, chunking, and flashcard strategies
- Create a daily routine to strengthen long-term memory