

# LEARNING & DEVELOPMENT NEWS

**UAB** The University of Alabama at Birmingham  
Learning & Development



## The 6 Levels of Active Listening Skills

According to **Jack Zenger, CEO of Zenger/Folkman**, a leadership development consultancy, there are different levels of listening. Not every conversation requires the highest listening levels, but many conversations would benefit from greater focus and listening skills. Consider which level of listening you'd like to aim for:



**Level 1: Creating a Safe Environment**

**Level 2: Removing Distractions**

**Level 3: Understanding Substance**

**Level 4: Observing Nonverbal Cues**

**Level 5: Empathizing with Emotions**

**Level 6: Clarifying Assumptions**

### Pro Tip

These levels build upon each other. If you receive criticism for giving solutions instead of listening, focus on removing distractions and showing empathy first.

Adapted from [Harvard Business Review Article](#)

Click the button to download the full job aid, complete with examples. Print and display in your office to help keep these tips top of mind.

[Download Tips](#)

## April LearnDev Program Calendar



### Exceptional Service Experience

**Tue., Apr. 8 | 9 to 11 a.m. | ZOOM**

Discover the hallmarks of exceptional service and practical communication models to empower your interactions from straightforward to challenging.



### Making Recognition a Routine

**Thu., Apr. 10 | 9:30 to 11:30 a.m. | MT-419A**

Foster excellence by recognizing efforts. Learn how simple approaches to praise and recognition bring value well beyond a happy workforce.



### Tech Talk: Teams Chats & Calls

**Mon, Apr. 14 | 11 to 11:45 a.m. | ZOOM**

Microsoft Teams enhances communication and teamwork with its chat and call features. This session will cover adding participants to calls, sharing content, and labeling chats to improve team communication.



### UAB Shared Values: Respect All—Dina Jones and Holly Holliday-Jones

**Tue., Apr. 15 | 11 a.m. to 12 p.m. | ZOOM**

This course offers a personal application of UAB values, helping participants understand how shared values shape decision-making, behavior, and relationships. Join us as we explore what it means to emphasize respect and dignity for all.



### LinkedIn Learning Chats: Mindfulness in Interactions

**Thu., April 17 | 11 to 11:45 a.m. | ZOOM**

What is mindful communication? Join us to watch a brief video on the three core concepts of mindful communication. We'll then have a group discussion to explore these concepts and share tips to help you become a better communicator.



### Understanding Your True Colors

**Tue., Apr. 22 | 1:30 to 3:30 p.m. | MT-419A**

True Colors is an assessment that uses color as a metaphor to describe behavior patterns. Are you Blue? Perhaps you are Orange? Find out and participate in engaging discussions that drive healthier interactions.



### Your Check-In Strategy

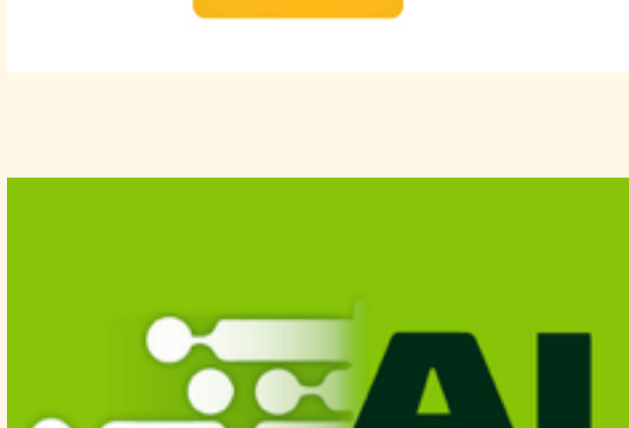
**Wed., Apr. 23 | 9:30 to 11 a.m. | ZOOM**

— Target Audience: UAB Managers —

### Emotional Intelligence

**Wed., Apr. 30 | 9 to 10:30 a.m. | ZOOM**

Learn to build better relationships by reframing emotions and adapting to situations. With our guidance, you can improve your emotional intelligence.



### AI @ Work: AI for Coaching Others

**Wed., Apr. 30 | 11 to 11:45 a.m. | ZOOM**

Explore using Copilot and LinkedIn Learning AI to coach others with **Tammy White (Organizational Development Specialist at L&D)** and **Jerad Watson (Manager at L&D)** as they demonstrate features and discuss practical tips.

## May LearnDev Program Calendar

### Learning from Leaders: Tedra Smith

**Thu., May 1 | 11 a.m. to 12 p.m. | ZOOM**

### AMP: Influence & Presence

**Tue., May 8 | 10:30 a.m. to 12 p.m. | ZOOM**

### LinkedIn Learning Chats: The Pillars of Effective Interactions

**Thu., May 15 | 11 to 11:45 a.m. | ZOOM**

### DISC - Understanding Your Behavioral Style

**Wed., May 21 | 9 to 11:30 a.m. | MT-419A**

### AI @ Work: Box AI

**Wed., May 28 | 11 to 11:45 a.m. | ZOOM**

### Developing Great Presentations

**Tue., May 6 | 9 to 11 a.m. | MT-419A**

### TechTalk: Create a Team in Teams

**Mon., May 12 | 11 to 11:45 a.m. | ZOOM**

### UAB Shared Values - Excel: Ja'Bria D. Barber, PhD

**Tue., May 20 | 11 a.m. to 12 p.m. | ZOOM**

### AMP: Coaching Others

**Tue., May 27 | 10:30 a.m. to 12 p.m. | ZOOM**

### Psychological Safety

**Thu., May 29 | 1 to 3 p.m. | ZOOM**



## MISSED A SESSION?

See on-demand content from previously recorded programs. Click the links below to access the L&D Digital Recording Archives.

- [AI Essentials](#)
- [TechTalk](#)
- [Improving Your "Outlook"](#)
- [Journaling Club](#)
- [Exploring LinkedIn Learning](#)
- [Learning from Leaders](#)
- [AI @ Work](#)
- [LinkedIn Learning Chats](#)

Did you enjoy this issue of the Learning & Development News?

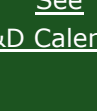
**SHARE THIS MESSAGE WITH YOUR TEAM MEMBERS!**

Forward this newsletter or [share the signup link!](#)

Did a coworker send you this publication?

Click [HERE](#) to receive this publication directly to your inbox.

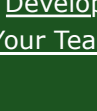
**UAB**  
The University of Alabama at Birmingham.  
Learning & Development  
Visit Us on the Web



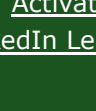
See L&D Calendar



Subscribe to L&D Newsletter



Develop Your Team



Activate LinkedIn Learning