

WORKSKILLS & PERFORMANCE COURSES

EFFECTIVE WORKPLACE COMMUNICATION

Course overview

This training program will improve participants' skills, confidence and competency in the critical skills required to effectively communicate in a range of challenging workplace situations, both one-on-one with your peers, and in your team.

Who will benefit from this course?

Staff working at any level of the organisation, including frontline staff, service providers, support staff, volunteers, supervisors, team leaders and senior managers.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available Australia-wide including all remote & regional areas

Discounts for NGOs

Course content

- The legal obligations and potential issues and risks of the inappropriate management of workplace communication, conflict management and performance feedback processes via a range of mediums (eg meetings; emails; face-to-face; social media etc).
- Strategies to assess and manage workplace risk to ensure appropriate workplace communication policies and procedures are in place to minimise risk in the workplace.
- Insight into the culture of communication within your workplace and the impact on individuals.
- Insight into your personal communication style and approach to managing interpersonal dynamics, and identifying both personal and external barriers to effective communication.
- Strategies to increase effective workplace interpersonal communication including: appropriate assertiveness, giving and receiving feedback, appropriate levels of disclosure or interaction, negotiating and managing conflict.
- Understand individual communication styles and behaviour, and the underlying needs, emotions and motivations of others.
- Learn skills to confidently assert your rights while considering the rights of others; give and receive negative and positive feedback; cope with being overlooked or dealt with aggressively; and proactively resolve problems arising in relationships with team members.
- Learn strategies to express your thoughts and feelings in a positive, constructive manner while considering the agenda, reactions and limitations of others.
- Understand the communication competencies which are the key to success at work, including: self-awareness, self-management skills, social awareness and relationship management skills.
- Practice skills and receive coaching and feedback in a small interactive training group.

Contact us for an obligation free quote!

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