

EFFECTIVE COMMUNICATION SKILLS

Communication can be one of the most challenging aspects of any relationship and is a critical component of the success of an individual, a team, a business and an organisation. Whether internal or external, conducted face to face, by telephone or by email, effective communication skills contribute to the efficient and effective running of any organisation.

This course offers a range of proven communication strategies and techniques that enable participants to develop and maintain effective workplace relationships. It explores all the factors that can contribute to or inhibit understanding between people to better position participants to make informed decisions about how to best deliver their message and how to best hear the message that others are delivering.

COURSE AGENDA

- The communication process and the importance of the various elements that make it up
- The impact and use of non-verbal communication including body language and tone
- Active listening
- Clarifying understanding using questioning techniques and paraphrasing
- Conveying knowledge and information effectively
- The factors that should be considered when communicating with others including context, location, personalities and motivations
- The importance of role modelling, coaching and reverse-coaching good communication skills
- Emotional intelligence and the impact it has on ensuring that your message is understood

COURSE DETAILS

Delivery duration	1/2 day course (4 hours)
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation and facilitated discussion.
Location	Venue to be provided by the client.
Cost	\$1,650, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop. Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018