

WORK READY NQ

EFFECTIVE COMMUNICATION SKILLS TRAINING WORKSHOP



OVERVIEW

Effective communication, involving the exchange of information and ideas, is the foundation for all successful work relationships and business partnerships. Employees who can communicate well, understand and act on non-verbal communication signals, and actively listen, are valuable assets to any organisation or business. Great communication is vital in achieving productivity and maintaining and enhancing strong working relationships at all levels in the organisation.

This dynamic, engaging and relevant workshop focuses on three important aspects of effective communication in the workplace:

- Verbal communication skills
- Non-verbal communication skills
- Active listening skills

Through a series of practical, interactive activities and key communication concepts, you will learn how to successfully apply strategies and tools to communicate clearly and with confidence and impact; effectively eliminate, reduce, or manage communication barriers; and listen more actively and effectively to others.

OUTCOMES

After completing this workshop, you will be able to –

- Define the principles, characteristics and impacts of effective communication in the workplace
- Recognise, describe and apply your preferred communication style
- Implement strategies and tools to communicate more effectively with others
- Demonstrate how to listen more actively and effectively to others
- Recognise the barriers to communication and apply strategies to successfully eliminate, reduce or manage them
- Demonstrate greater self-awareness and self-confidence when communicating with others.

WHO WILL BENEFIT FROM THIS WORKSHOP?

Employees who need to develop or enhance their communication, interpersonal, social, and organisational skills in order to do their job more effectively.

FORMAT AND DELIVERY

This workshop consists of a blend of trainer-led instruction, facilitated break-out groups, business simulations/role-plays, interactive video/audio instruction, written exercises, and personalised feedback.

- Full-day training workshop
- Engaging, hands-on, practical activities
- Intensive, face-to-face facilitated training sessions
- Small groups (minimum 3, maximum 12)
- Location – Townsville (on-site, at your workplace)

WORKSHOP INCLUSIONS

- Training Workshop Outline
- Participants Training Workbook
- Templates and Checklists
- PowerPoint Slide Presentation (digital and hard copy)
- Certificate of Completion
- Facilitated training sessions by experienced, qualified trainers

COST & PAYMENT METHOD

\$185/person

Payment by Debit Card, Credit Card or PayPal, two weeks prior to workshop