

GETTING THE MESSAGE ACROSS - COMMUNICATION



Overview: This program involves establishing contact with your staff and clients, following and giving instructions and communicating in a team effectively.

Aim: To enable participants to experience the process of effective communication and the applications of the communication model in the workplace.

Outline:

Morning session:
Interpersonal skills – what works, and what disrupts.
Analyse effective communication styles keeping the flow
The cycle of perception & re-evaluating communication process
Using assertive communication to build effective relationship

Afternoon session
The vital phase of feedback
Receiving & giving effective feedback
Practical applications
The skill of negotiating in communication
Action planning for effectiveness.

Presented by Catherine Logue

Catherine has been involved in the business sector for 40 years. Working in the training sector she shares her experiences and workable applications with her participants. Her qualifications in education and business provide a balanced and innovative approach to training. She delivers nationally accredited courses as well as designing and delivering workshops for the corporate sector.



Her talent in facilitation has seen her present overseas in Los Angeles, Montreal, Auckland and Las Vegas. Nationally her clients include Australia Post, Dept of Transport, University SA, University Adelaide, PMA Australia, PMA International, IPI USA, ESCOSA, Southern Health, City of Tea Tree Gully, Pacific National and Haigh's Chocolates

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