



## COMMUNICATING FOR RESULTS

### Duration

7 hours (1 day program)

### Benefits

Effective communication is a key driver for achieving desired results on a personal or business level. This workshop will help you discover the behaviours and the techniques that will enhance your communication ability and build more productive relationships that will help you obtain successful outcomes in any situation. Our course will provide you with:

- Active listening techniques – demonstrating interest in others
- Tools to overcome barriers to communication
- Body language and non-verbal communication techniques

### Program Content

- The communication process
- Understand your own strengths
- Structure a communication
- Ensuring understanding through questions
- Build rapport and engage
- Master the Intro, Body and Conclusion
- Gain active listening and responding skills
- Being assertive and saying no
- Communicate effectively in any occasion

### Outcome

- Communication skills that will boost team morale
- Techniques for dealing with team conflict
- Facilitate discussion
- Effectively deliver messages
- Assertiveness

This program is mapped to the Unit of Competency BSBWOR401A Establish Effective Workplace Relationships and BSBWOR402A Promote Team Effectiveness that form part of the Diploma of Management and the Cert IV in Frontline Management.