

Better Communicating

Overview:

Communication refers to any behaviour, verbal and non-verbal, that is perceived by others. Knowledge, feelings or thoughts are encoded and sent to at least one person, who receives and decodes the message. Meaning is given to the message as the receiver interprets the message. Communication is about making a connection with others and is a central part of our lives.

After completing this course, participants will know how to:

- Communicate effectively
- Communicate well with different personality types
- Minimise communication 'roadblocks' or 'barriers'
- Demonstrate active listening skills
- Be assertive and empathic when dealing with others
- Provide constructive feedback
- Plan the flow of communication
- Describe how communication skills and leadership are related
- Identify the impact of non-verbal behaviour as well as other barriers to effective communication

Designed for: This course is suitable for all staff members.

Duration: 1 day

Content:

Communication overview

- Successful communicators
- What is communication?
- What is effective communication
- Effective communication flow
- Communication process
- Communication channels
- What do you value?
- Communication categories
- Why do we communicate?
- What goes wrong with communication?
- Communication barriers – case study
- Impact of poor communication
- Effective workplace communication

Communicating better

- Vocal and verbal
- Non-verbal communication
- Listening skills
- Listening Do's and Don'ts

Effective Questioning

- Questioning
- Questioning tips
- The impact of 'why'

Assertiveness

- Assertiveness defined
- Impact of unassertiveness
- How assertive are you?
- Assertive behaviour styles

Communicating with Managers

Communication Self-Assessment

Actions



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