

Duration 2 Days

TC1049

OVERVIEW

"People are more likely to change in response to a combination of new experience and communication than in response to communication alone."



"It's not what our message does to the listener, but what the listener does with our message that determines our success at communication."

Mackay, H. (1994) "Why Don't People Listen", Sydney, Pan Australia

Communication is the foundation upon which all business is transacted, and is therefore both personally and professionally, key to the success of the individual and the organisation.

WORKSHOP OBJECTIVE

To provide participants with the fundamental skills, tools and practice for identifying their communication style and that of others, capitalising on strengths and addressing development areas.

TARGET AUDIENCE

This workshop is designed for:

- All staff members within an organisation
(*This programme can be modified for Managers, Supervisors and Team Leaders)

PREREQUISITES

There are no prerequisites for attending this workshop.

PRE-COURSE WORK

Participants may be required to complete a pre-course communication self appraisal and to consider particular areas for development.

LEARNING OUTCOMES & FACILITATION

Successful completion of this workshop will enable participants to:

- Identify their own strengths and weaknesses in communication
- Minimise communication "roadblocks" they may have previously employed
- Demonstrate enhanced skills in active listening and two-way communication
- Apply effective communication skills in negotiation and conflict situations

Facilitators of this workshop will use a case study and scenario-based delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

14 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED

PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.



Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 14 PDUs for their participation in this workshop.

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DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook containing training materials, tools, templates and checklists, ready for use back in the workplace.

Our participants are also entitled to complimentary telephone consultation/advice within 60 days of workshop completion.

ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion.

Follow-up assignments are not part of this workshop offering, but may be estimated, designed and conducted upon request.

OPTIONS & CUSTOMISATION

Optional training modules may be added to this workshop:

- Additional day/s to cover more advanced aspects of communication and practical application exercises.

Or

This workshop can be condensed to one day based upon selected modules

This workshop may be cost effectively customised to your business environment using a project scenario from your workplace.

Workshop Content Summary

- Communication Self-appraisal
 - Self-appraisal Review & Discussion
- Assertiveness
 - The Differences between Passive, Aggressive and Assertive behaviour
 - Using Assertiveness in Communication
 - Using Assertiveness in Negotiation and Difficult Situations
- Empathy & Active Listening
 - The 'Work' of Listening Actively
 - Tips & Tricks for Active Listening
- Questioning Techniques
 - Questioning Tools & Types
- Effective Presentation Skills
 - Planning Effective Presentations
 - Delivering Effective Presentations
 - Managing Nerves
 - Managing the Audience
 - Closing and 'Next Steps'
 - Presentation Skills Practise
- Facilitating Powerful and Effective Meetings
 - Critical Success Factors for Effective Meetings
 - Meeting Skills Practise