

Essentials of Workplace Communication

1 day

Enhance customer perceptions and build strong team relationships by applying the basic principles of business communication. Learn to present a professional image, build rapport with difficult people, receive feedback professionally and increase your influence by using assertive language patterns. This is an interactive course, in which you will participate in written activities, group exercises and class discussions.

What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating at work. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Convey a credible persona at work
- Apply key communication skills in workplace situations
- Frame sensitive messages appropriately by using "I statements"
- Remain calm when responding to difficult people
- Deliver and receive effective feedback at work.

Topics you'll cover

- Overview of workplace communication
- Essentials of assertive communication
- Expressing yourself appropriately with "I statements"
- Giving and receiving feedback professionally
- Building rapport with difficult people.

“think
learn?
succeed”

“Smart training for clever people”

What others have said about
this course.

“Brilliant... Proof that you don't need a constant PowerPoint presentation for a session to be dynamic.”

“I thoroughly enjoyed the course. The presenter was very dynamic and brought a lot of energy to the class. I feel I am better equipped to communicate effectively.”

“Excellent speaker, interesting topic and lots of involvement and fun.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at

www.thinklearnsucceed.com.au