

On-Target Communication 1 Day

Clear communication not only brings you powerful influence, but helps those around you feel heard as well. Conflicts become easier to resolve and negotiations are a breeze. This session is full of practical tips for communicating assertively with colleagues and clients. Find out how to speak and behave assertively in any situation. Get your message across effectively, use active listening techniques and get through difficult situations professionally.

What you'll learn to do in this course

You'll come out of this session with powerful tools keeping communication on-track. 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:

- Think and behave more assertively
- Stand up for yourself without becoming aggressive
- Get a point across professionally using "I" statements
- Listen for someone's real message
- Probe to find out what customers and colleagues need
- Work through conflicts calmly
- Understand "workplace etiquette" and how to apply it

Topics you'll cover

- What is professional communication?
- Using assertive body language
- Phrasing a message assertively
- Getting others to listen
- Staying professional in tough situations
- Precision listening skills
- Handling difficult people
- Planning for real-life situations

“
think
learn?
succeed

“Smart training for clever people”

**What others have said
about the course...**

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

“The mix of theory and practice during
the day was unexpected. Could not
have been better.”

“The use of lots of stories to make each
subject easy to relate to showed
Eleanor's thorough knowledge of the
subject. Also her clear enthusiasm for
the topic made the day very
enjoyable.”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au