



Effective Communication Skills

Full Day Course
9:00am – 4:00pm



Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enquire online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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Last Updated: May2009

Duration:

1 Full Day

Who should attend:

This one day workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find the middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

Topics Covered:

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you the information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships
- What makes People Tick personality test
- Questioning and listening techniques
- Body language and Self Image