



Workplace Communication

Overview

This course covers the skills that are needed in the workplace and which are often quite different from everyday communication.

Designed For

Anyone wanting to improve their communication skills.

On this course you will learn how to:

- 1 Understand how you prefer to give and receive communication;
- 2 Understand the strengths and weaknesses of the 4 most common communication styles;
- 3 Discover the ways in which workplace communication is different from everyday communication;
- 4 Understand the 7 communication basics;
- 5 Understand how to build a good first impression in any communication and how to build and maintain rapport with others;
- 6 Refine your communication skills with seniors, colleagues and subordinates;
- 7 Develop your skills to communicate with clients, suppliers and vendors;
- 8 Understand the shifting organisation and how communication assists and hinders productivity;
- 9 Understand the nature and communication of anti-social personalities and workplace trouble makers and what to do about them.

Learning Outcomes

- 1 Become more aware of communication in the workplace and know what is and is not appropriate;
- 2 Be able to communicate with people in any situation in a more professional manner;
- 3 Be able to more confidently communicate with a wide range of people.

**"The problem with communication is the illusion that it has been accomplished."
George Bernard Shaw**

Course Details

Cost: \$790

Length: 2 day, Face-to-Face

Includes: Workbook, morning and afternoon tea, and lunch.

Dates and Venues

Contact AllsortsCT for next available course.

Phone: **07 55464950**

Email: **info@allsortsct.com.au**

What CLIENTS Have to Say...

"I highly recommend this course. The presentation was informative and on occasions entertaining creating a friendly atmosphere and promoting learning. I can't wait to try what I have learned back in the workplace".

I. Lancaster LPE

"Why didn't they teach us this at High School? It should be compulsory for everyone who holds a job".

L. Croke SME