



EFFECTIVE COMMUNICATION SKILLS

Duration:	1 day
Max. Participants:	30
Fees:	Non member : \$590.00
	AICPT member: \$500.00

About the programme

The majority of the problems and conflicts which a person experiences in his/her personal lives and at work stem from his/her failure to communicate effectively.

If you want to know the common barriers to effective communications on and off the jobs and methods for detecting and removing those barriers, you should attend this workshop.

This workshop will help participants to become more effective communicators at work and in their personal lives.

Intended for

- Executive teams
- Managers
- Employees at all levels.

Contents

- The value of clear and effective communication
- The communication process
- Build self esteem through proactive communication
- Interpersonal communication skills
- Communication styles
- Active listening
- Building trust and rapport with colleagues
- The benefits of humour in communication.

Training methodology

Teaching by group participation and role plays probably describes the training methodology most accurately. Participants will be actively involved in the learning and be assessed on practical techniques during the programme.

Workshop outcome

On completion of the programme, participants should be able to apply effective communication skills in his/her workplace environment or meeting with clients.

As with all AICPT training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

To enrol for this workshop, complete the Continuing Professional Development (CPD) course enrolment form and email to info@aicpt.org.au