

## Communicate with Influence

### Course Content

This workshop focuses on key aspects of effective and professional communication both by telephone and face to face. Participants will develop a strong understanding of how effective communication can potentially avoid conflict and diffuse conflict situations. The workshop will also cover:

- Active listening and using your voice effectively
- Communication tips and techniques
- Body language do's and don'ts
- Dealing with difficult clients and conflict resolution
- Negotiation and compromise
- Problem solving techniques
- Developing a personal action plan

### Learning Outcomes

By the completion of this course the participant will be able to:

- Understand preferred communication methods
- Know and understand causes of conflict and conflict resolution methods
- More positively manage their own behaviour

- Identify and demonstrate effective telephone techniques
- Demonstrate professional methods of answering the telephone and transferring calls
- Recognise and manage difficult calls
- Develop essential communication skills

### Who should attend?

This course is suitable for any employee who is required to work as part of a team and for those employees who are regularly dealing with clients and customers.

### Delivery Information

Duration: 3 hours  
Location: State-wide

### Investment

\$250 TCCI member  
\$375 non-member

### More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email [training@tcci.com.au](mailto:training@tcci.com.au)