

# Skills and Training



## 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

### 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: 1/2 Day

### 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
- Have greater confidence interacting with others
- 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

### Investment

\$220 TCCI member

\$330 non member

Call today to discuss your training needs including onsite or customised delivery or email [training@tcci.com.au](mailto:training@tcci.com.au).

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