

Skills and Training



Communication Essentials

Course Content

One of our most popular workshops, this workshop focuses on fundamental information for effective and professional communication. Participants will develop a strong understanding of how effective communication can potentially avoid conflict situations. The workshop will also cover:

- Communication Styles
- Active listening and using your voice effectively
- Communication tips and techniques
- Body language do's and don'ts

Learning Outcomes

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

- Understand preferred communication methods
- Use common barriers and strategies to be more effective in communication
- Have greater confidence interacting with others
- Develop essential communication skills
- 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: 2 hours

Location: State-wide

Investment

\$175 TCCI member

\$260 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