

Interpersonal and Communication Skills

How to influence the thoughts and behaviours of others

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1 Day: CUA Ref: # 764321

Course Overview

Most people feel that they are effective communicators and tend to believe that communication problems stem from the deficiencies of others, not their own. Many believe that heightened communication skills are only required for public speaking and effectively chairing meetings. In reality, the hardest communication skills in the workplace are at the inter-personal level.

Interpersonal and Communication Skills is an interactive one-day program that develops vital competencies for more effective interactions with others.

Participants will examine their current skills in this area, learn powerful approaches to workplace interaction and communication, and practice the new skills with other participants to build confidence in their newfound proficiency.

Participants will leave this program more confident in their capacity to get their message across and to more powerfully influence the thoughts and behaviours of others and overall events in the workplace.

Recommended For

Managers, team leaders and all those in the workplace who want to improve their own performance through increased people effectiveness.

Benefits

For the organisation

- Staff who can communicate effectively;
- An organisation where uncertainty and conflict is reduced; and
- An organisation where internal and external communication is clear and appropriate for the audience.

For individuals

- An approach to relationships that is easily learnt;
- Increased confidence to manage employees; and
- Higher performing teams and individuals who report to you.

Learning Outcomes

By the end of the one day program participants will have:		
• Analysed the dynamics of interpersonal and communication skills;	• Compared different communication styles;	
• Examined Emotional Intelligence (Ei) and attitudinal competence;	• Practised making effective requests;	
• Observed active listening and effective questioning techniques;	• Applied the power of promising;	

• Practiced different communication styles;	• Used counter-offering and renegotiating;
• Examined communication flow and barriers;	• Practised seeking closure;
• Worked through the causes of upsets, and formulated responses;	• Conducted a simulation for giving and receiving feedback; and
• Compared aggressive, submissive and assertive practices;	• Committed to a personal action plan.
• Learnt to manage aggressive behaviour;	

Training Methodology

This is a highly interactive and practical program in which participants will:	
• Discover systems, patterns and techniques that work successfully.	• Apply the learning to their workplace in the form of a plan.
• Establish and analyse their own communication style	• Present their plans and receive feedback.
• Detail and share a personal work-related issue.	• Record their learning.
• Engage in discussions and team-work with ever changing groups.	

Presenter

John Scotland consistently demonstrates why he is in demand to lead courses aimed at personal and organisational development. For more than 15 years John has assisted leaders and their teams to manage change and enhance performance through improved attitudes, innovation and communication. He is an accomplished educator, facilitator, coach and speaker who engages with his audience in ways that amplify the learning experience. John is the Principal Consultant with the Applied Innovation Centre.

Duration - Dates - Venue	Fees per person (including GST)
1 day – non-residential	\$324 CUA Members
<u>Click here for dates</u>	\$440 Individuals
St. Catherine’s College 2 Park Road, Nedlands	\$330 Groups of 3 or more
Free onsite parking	Lunch, morning / afternoon tea included

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**Discover it, learn it, practise it, make it your own,
then *do it for real!***

Cancellations

No refunds will be made on cancellations received after 7 days prior to the event.

Privacy Statement

The Applied Innovation Centre respects your right to privacy and will not provide contact details of course participants to third parties.

Results through **INNOVATION**

