

Communication skills

Course duration: Half-day to one-day

Course cost: Please contact Training Services Australia to discuss the rates for this course

Delivery method: Face-to-face, off-the-job facilitated learning
In-house workshop customised to meet client needs
Please note that this course is not currently offered as a public workshop

Course notes: A set of course notes has been developed to support the delivery of this workshop

Who should attend? All those wishing to learn about workplace communication and improve their communication skills

Pre-requisites: There are no pre-requisites for this course

Course content:

- Communication definition, process, barriers
- Methods of communication
- Communicating effectively within the organisation
- Listening
- Feedback
- Non-verbal communication
- Aggressive, passive and assertive communication
- Communicating assertively using 'I' statements