

effective communication & people skills

fmi course number: CM01

Duration
2 days

.....course overview

This course helps you improve your people skills and plan and deliver effective interpersonal communication. This both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. It also takes into account different relationship styles that may exist to optimise effectiveness.

Strategies for managing potential conflict and effective negotiation are explored.

This course also provides principles and helps develop skills for handling difficult situations in a positive and assertive way.

This workshop is excellent for developing effective communication skills, which are a cornerstone for effective interactions with colleagues and clients.



.....key content

- . The value of people skills for achieving results
- . Interpersonal communication skills
- . Managing communication to optimise results
- . Giving and receiving feedback
- . Effective listening
- . Overcoming barriers to communication
- . Gaining trust and confidence
- . Assertive communication
- . Relationship styles, emotions and attitudes in communication
- . Building workplace people networks
- . Managing difficult communication situations and conflict situations

.....what objectives can I achieve?

1. Set objectives for a presentation that is both influential and charismatic
2. Value the key people skills
3. Develop effective interpersonal communication techniques
4. Plan effective interpersonal communication
5. Identify and enhance a personal communication style
6. Develop effective listening techniques
7. Use strategies to overcome communication barriers



Who this course is useful for

All people who wish to increase their ability to communicate effectively as part of their role at work

Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

Assessment

There is no formal assessment in this course

Dates and locations

Course Dates: Sydney
For dates please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Time: 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

Fees

For fees please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

Booking

To book, phone +6129660 0199

Email fmi to find out how we can help you:
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