

# COMMUNICATION AND EMOTIONAL INTELLIGENCE COURSE

"The most important thing in communication is hearing what isn't said."

Peter Drucker



## OVERVIEW

This course enables people to plan and deliver communication in a professional way that is clear, engages the audience, and is effective in achieving results.

Effective communication and influence are essential for people in leadership and team positions to achieve results. They have to communicate with and influence their teams; they have to negotiate with customers, people in the organisation and other stakeholders. Communication involves careful analysis, setting clear goals and then engaging, persuading, meeting and following up.

## WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for anyone in a leadership or team role who wants to improve their ability to communicate, influence and persuade in work situations.

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## COURSE CONTENT

SESSION	KEY LEARNING CONTENT
<b>Organise communication</b>	<ul style="list-style-type: none"><li>- Communication at work</li><li>- The elements of communication</li><li>- Authority, protocols, policies and confidentiality</li><li>- Audience information needs and goals for communication</li><li>- Select the most appropriate medium to communicate</li><li>- Plan and schedule communication</li></ul>
<b>Communication that engages</b>	<ul style="list-style-type: none"><li>- Use the best method to engage with your audience</li><li>- Relationship styles in communication</li><li>- Use appropriate language</li><li>- Apply emotional intelligence to communication</li><li>- Use active listening and feedback to confirm and clarify understanding</li><li>- Manage barriers to communication, difficult and conflict situations</li><li>- Build rapport, respect, trust and positive approaches</li></ul>
<b>Persuade, influence and negotiate</b>	<ul style="list-style-type: none"><li>- Identify who you want to persuade or influence and set goals</li><li>- Understand other's point of view, anticipate positions and prepare arguments</li><li>- Examine options and use appropriate communication styles</li><li>- Present with influence and assertiveness</li><li>- Client and team negotiations</li></ul>
<b>Lead effective meetings</b>	<ul style="list-style-type: none"><li>- Organise meetings; agendas, prepare pre-meeting information</li><li>- Achieve effective outcomes from meetings and record outcomes</li><li>- Review and improve leadership of meetings</li></ul>

## HOW THIS COURSE DRIVES RESULTS

- Improve productivity through improved communication
- Reduce time wasting in meetings
- Ensure staff are representing the organisation with a professional level of communication

### GROUP DELIVERY OPTIONS:

- 2 day face to face OR
- 8 x 90 sessions delivered via Zoom or other video platform
- A shorter 1 day version is also available

### INDIVIDUAL DELIVERY OPTIONS:

- This course is available as a course by coaching.  
Contact FMI for more details



### Professional Communication Short Course

Frontline Management Institute | Sydney, Australia

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## CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

## MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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## ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

## ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

Phone: +61 2 9660 0199

Email: [fmi@fmi-au.com](mailto:fmi@fmi-au.com)



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