



## COMMUNICATING EFFECTIVELY

# Course Template

**Outcome:**

Participants will have developed the skills to be more effective in communicating and writing to other people, particularly within the workplace.

**Target Audience:**

Appropriate for all employees (modified workshop for managers/supervisors) - 12-16 participants

**Duration:**

One day

**Objectives:**

On completion of the training, participants will be able to:

- identify their own strengths and weaknesses in communication
- minimise oral communication “roadblocks” they may be employing
- demonstrate skills in active listening and two-way communication
- apply communication skills in negotiation and conflict situations
- write effectively, with writing style and content matching the needs of the target audience

**Key Content:**

- Communication in today’s world: challenges and necessities
- Types of communication and their relevance to different situations
- Communication self-appraisal questionnaire
- Experiential exercises in oral communication
- Communication roadblocks
- Active listening and oral communication skills
- Communication in negotiation and conflict situations
- Non-verbal communication
- Writing effectively
- Skills practice
- Action Plan

**Comments by Participants:**

- *Very refreshing*
- *All sessions were beneficial*
- *Very well presented*
- *Excellent workshop*
- *Listening segment and assertiveness skills were very helpful*
- *This will help me to deal with difficult customers*