

Team Communication Essentials

Course Content

This full day workshop combines Communicate with Influence and Respectful Workplace Behaviour workshops to provide participants with tools and knowledge to enhance respectful workplace communication. Participants will develop a strong understanding of how effective communication can potentially avoid conflict situations and foster a positive and inclusive workplace culture.

The full day program includes:

- Active listening and using your voice effectively
- Communication tips and techniques
- Perceptions, prejudice and stereotypes
- Communication styles
- Having direct conversations
- Giving good information
- Barriers to communication
- Definition of bullying and other negative workplace behaviours

Learning Outcomes

By the completion of this program participants will develop:

- Understand preferred communication methods
- Know and understand causes of conflict and conflict resolution methods

- More positively manage their own behaviour
- Recognise and more confidently manage miscommunications in the workplace
- Identify bullying behaviour
- Address behaviour that can lead to bullying, harassment and discrimination

Who should attend?

This course is suitable for any employee who is required to work as part of a team and for those employees who are regularly dealing with others.

Delivery Information

Duration: 5 hours
Location: State-wide

Investment

\$ 495 TCCI member
\$ 745 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email training@tcci.com.au