

COMMUNICATION

Effective Communication Skills

Your team learns to listen closely, speak clearly and write well, so they work better together. Over seven weeks they work on giving feedback, writing emails and handling difficult conversations, and each person leaves with their own improvement plan.

LENGTH	SESSIONS	FORMAT	PRICE
7 weeks	21	Live online or at your workplace	\$1,750 Per person, plus tax

What your team will learn

- Listen actively and pick up the non-verbal cues behind what people say
- Give constructive feedback and speak assertively with different personality types
- Write clear, concise emails and business documents
- Set clear goals and expectations, and keep team communication open

Week by week

WEEK

1

The foundations

- Session 1 **Why communication matters**
How the way we communicate shapes our working relationships.
- Session 2 **What makes a message clear**
The elements that make communication clear and effective.
- Session 3 **Barriers and how to get past them**
Common barriers to communication, and practical ways to overcome them.

WEEK

2

Active listening

- Session 4 **The art of active listening**
What active listening looks like in a real conversation.
- Session 5 **Becoming a better listener**
Practical techniques to sharpen your listening skills.
- Session 6 **Empathy and non-verbal cues**
Listening with empathy, and picking up on what people say without words.

WEEK

3

What you say and how you say itSession 7 **Assertive communication**

Techniques for stating your needs and views clearly and respectfully.

Session 8 **Constructive feedback**

How to share feedback constructively, so it helps the other person improve.

Session 9 **Different personality types**

Adjusting how you communicate to suit the different personalities on your team.

WEEK

4

Written communicationSession 10 **Clear, concise emails**

Writing emails that are clear, concise and to the point.

Session 11 **Business documents**

Writing business documents that are clear and effective.

Session 12 **Communicating on digital platforms**

Keeping your tone professional on digital platforms and online tools.

WEEK

5

Trust, conflict and hard conversationsSession 13 **Trust and rapport**

Building trust and rapport through the way you communicate.

Session 14 **Resolving conflict**

Strategies for working through conflict when it comes up.

Session 15 **Difficult conversations**

Handling difficult conversations with tact and diplomacy.

WEEK

6

Communicating as a teamSession 16 **Team communication**

Strategies that help a team share information and stay on the same page.

Session 17 **Clear goals and expectations**

Setting goals and expectations that everyone on the team understands.

Session 18 **Open communication**

How open communication improves the way a team works together.

WEEK

7

Putting it into practiceSession 19 **Role-plays and simulations**

Practising the skills from earlier weeks in realistic role-plays and simulations.

Session 20 **Real-life case studies**

Working through real-life cases and scenarios from the workplace.

Session 21 **Your improvement plan**

Each person builds a personal plan for improving how they communicate.

How the sessions work

Role-plays and simulations

Practise listening, feedback and tough conversations in realistic scenarios.

Self-assessments

Exercises that help each person see their own strengths and gaps as a communicator.

Case studies

Real-life cases and scenarios to apply the skills to.

Group discussions

Talking through the ideas with the group, and how they apply at work.

Who it's for

- Teams that rely on email and messaging to get work done
- Team leads who give feedback and set expectations
- Any staff member who wants to listen better and speak up with confidence

Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

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