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Trace Training Effective Communication

Developing your staff's communication skills to enhance performance

Clear, confident and assertive communication is at the core of success for any business. Improving your team's communication will positively impact on your staff, your bottom line and your ability to retain your best people.

This workshop can be tailored to meet your staff's particular communication needs.

Module 1: How to communicate to get results

After exploring the critical elements to communication success, your staff will learn how to overcome barriers to communication including: nervousness; poor listening; allowing emotions to cloud communications; prior bias; misunderstandings and conflict. They will learn how to develop a Personal Action Plan identifying the key changes they need to make and the core skills they need to practise in order to maximise their workplace effectiveness.

In addition, they will see how their image, their tone of voice and what they say can affect how others respond to them.

Module 2: Communicating effectively with Technology

Technology has made communication faster and easier and at the same time, it has fuelled many misunderstandings.

This interactive module will enable your staff to examine the tools, tips and techniques involved in dealing with other staff and customers on the telephone, mobiles and through email. By the end of this session, your staff will be able to: handle and overcome complaints and difficult situations that may occur using telecommunications; ask the right questions for clarification when body language cannot clarify for them; close a communication by summarising agreed outcomes and most importantly, manage their emotional response when placed under pressure.

Module 3: The power of using emotions intelligently

This session will assist your staff to develop their knowledge of their own and other people's Emotional Intelligence in order to improve their working relationships and produce better business results. They will be able to help influence others to achieve mutually agreed goals; they will have an understanding of the power of empathy, trust and confidence in others resulting in improved self-confidence, performance and motivation.

Your staff will stay in a healthy, positive work environment.

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