



Course Fee: \$880 per person
inclusive of GST, light lunch and participant's manual

Early Bird: \$790 (2nd December)

Format: 2-day workshop

Date: 15th & 16th Dec. 2011

Time: 9:00am to 4:30pm

Venue: Perth

Essential Workplace Communications and Interpersonal Skills

When team members communicate openly and honestly, confront their differences and resolve conflict to achieve common goals, they are not only more productive but are primed to deliver superior results. Organisations where people work well together have higher engagement, more commitment, greater retention and improved performance.

Objectives

Essential Workplace Communications and Interpersonal Skills covers key concepts, techniques and skills to improve how we communicate and interact with people at work.

In this 2-day workshop, participants will learn how to interpret other people's behaviour and communicate accurately. This will enable them to better understand and relate to a broader range of people, and be more effective in everyday workplace situations such as giving and receiving feedback, presenting ideas, making decisions, solving problems and resolving conflicts.

Rigorously researched and designed around adult learning principles, this workshop is led by an accredited facilitator with broad experience as a team leader and executive coach.



Key Topics

- Assertiveness
- Give (and receive) feedback
- Understand your 'social style'
- Assess other people's 'social style' to build rapport and to communicate effectively
- Handle difficult situations
- Leverage other people's perspectives to identify great solutions and outcomes

Workshop Outline

Emotional Intelligence (EI)

- What is EI and why it's important
- Assess your EI in a range of situations
- Learn and practice skills to improve your EI

Assertiveness without Aggression

- What is assertiveness and why it's important
- Assess your level of assertiveness in a range of situations
- Learn and practice skills to be assertive in specific situations



Teams with Style

- Identify barriers to effective communication
- Recognise different styles and how they affect workplace behaviour
- Identify your social style
- Learn a simple method to understand other people's social style
- Develop skills in flexing your social style to work more effectively with others

Constructive Team Conversations

- Understand what feedback is and why it's important
- Assess your feedback habits
- Evaluate types of feedback and approaches to giving feedback
- Learn and practice skills in giving and receiving feedback

Who Should Attend

Team leaders and team members in high performance teams or virtual groups, people managers and supervisors, front-line employees who communicate with support team members to service the customer.

About The Real Learning Experience

Established in 1993, The Real Learning Experience is one of Australia's most successful training companies, delivering corporate training for major organisations and small-and medium-sized businesses in a broad range of industries. Our programs have been developed based on the principle that "people learn from doing, not from listening". Good training becomes great training when a skilled facilitator helps participants see how they can use what they have learnt to make a positive difference in work performance.

Learning Facilitator: James Alderton

With over 20 years overseeing commercial operations for multinational companies in the Asia Pacific region, James has a wealth of first-hand experience in sales development, team building, relationship management and collaborative business partnerships.

To register participants for this workshop call us today on 1800 241 133 or go to www.reallearning.com.au/course_schedule.php

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