

Communication course outline

Overview

This highly interactive and practical course covers the theory and practice of effective communication including personal and interpersonal communication skills. Workshops apply a range of methods including presentation, group interaction, team activities, role plays and debriefing. Delegates typically focus on the resolution of workplace problems and challenges.

The course is delivered by Alan Schwartz, Director AGS Consulting & Training (www.agsconsulting.com.au)

Learning outcomes:

On completion of this course participants should be able to:

- Apply a range of communication processes, tools and techniques
- Prevent common communication problems
- Achieve results through effective communication

Overview of content:

Introduction

- What is effective communication?
- Communication vs communications
- Communication challenges
- Communication process
- Types of communication

Approaches

- Building rapport
- Decision making
- Influencing
- Stakeholder engagement & relationships
- Communication planning
- Research
- Writing and reporting
- Conflict resolution & negotiation
- Effective meetings
- Managing information
- Questioning
- Neuro Linguistics Programming
- Knowledge management

Consolidation

- Solving communication problems
- Structuring communication
- Presentation skills
- Next steps

Who should attend?

Consultants, managers, professionals, project managers, specialists, team members, analysts, students

Course Duration:

One, two or three days

Statement of Attendance:

Issued on completion