

Effective Communication in the Workplace

Darwin

**Human Resource &
Computer Academy**

training for your future

GENERAL INFORMATION

Duration:

Full Day: 8:30am - 4:30pm

Investment:

\$445 GST-Exempt
Includes training reference
material

Who should attend?...

Employees at all levels in an organization who seek to maximise their performance, become empowered leaders and add value to the organisation by improving their communication skills.

COURSE CONTENT

Section 1: Preparing for Communication

- What is communication?
- Communication model
- Considering the reason for communication
- Identifying your audience and their needs correctly
- Methods of communication
- Barrier to effective communication
- Business policies and procedures
- Legislation: Anti-Discrimination, Privacy Act

Section 2: Engaging in Communication

- Respectful and positive approaches to communication
- Two-way communication
- Feedback
- Providing opportunities to clarify and confirm understanding
- Sender and receivers responsibilities in communication

Section 3: Follow up on Communication

- Maintaining records
- Taking action and ensuring follow up
- Ensuring outcomes have been achieved
- Improving communication processes

In Class

- Interactive activities
- Useful resources and templates
- Videos
- Class discussions
- Communication challenges

For bookings contact:

Tel: (08) 8941 2344
Training@dhrca.com
www.dhrca.com

Suite 2/2 Shepherd Street, Darwin
GPO Box 1815, Darwin, NT 0801

COURSE OUTLINE

COURSE OUTLINE