



“IMPROVING MY COMMUNICATION SKILLS 1 - GETTING MY MESSAGE ACROSS” (2+ HOURS)

Do you or your team members have any of these communication challenges?

- Can't think of what to say so don't say anything?
- Speaking before thinking?
- Saying one thing but others don't understand or interpret it differently?
- Giving instructions that aren't followed?
- Getting too emotional when communicating?
- Lacking confidence when communicating to achieve outcomes?

Would you like a cost-effective solution to these?

This is Part 1 of a program that is designed to improve the communication skills of all team members. It helps us analyse the process of communication, to identify any areas of weakness (particularly relating to the planning, preparation and sending of communication messages), and to begin to tackle these. It also includes some simple but effective activities that both test our skills and help us strengthen under-developed areas.

Topics to be covered include:

- The communication process (12 steps)
- Planning our communication
- The importance of non-verbal communication
- 'The power of intention'
- Structuring our messages
- The role of our internal communication

This module is to be followed by “Improving my Communication - Listening Skills”.

TESTIMONIAL

“Excellent! This program gave me lots to think about and some great tools to improve my communication.”

Pharmacist, Yeppoon, Qld