



“RESPONSIBLE COMMUNICATION” (2+ HOURS)

Does your business or organisation experience any of these?

- Team members that identify problems but whinge to others instead of constructively communicating to those who can fix the problems?
- Team members that gossip or ‘bitch’ about other team members?
- Justifying of breaches in standards instead of accepting responsibility?
- Blaming and shaming instead of working together to prevent and solve problems?
- Breaches of confidentiality?

Would you like a cost-effective solution to these?

This program is designed to empower organisations and their team members in communicating positively, honestly and responsibly with their customers and with each other. It identifies various forms of irresponsible and destructive communication and provides models for responsible communication. It emphasises the importance of confidentiality and empowers all team members to set and maintain a high standard in this area (with customers and colleagues).

Topics include:

- What is Responsibility?
- What are our workplace responsibilities?
- The negative consequences of bitching, whingeing and gossiping
- The positive alternatives to these
- Keeping confidential Information confidential
- Re-directing or challenging irresponsible communication
- Using 'sounding boards' to support responsible communication
- Being solution-focused
- Giving and receiving feedback (corrective and affirmative)

Importantly, the program seeks to establish all the various elements of responsible communication into the culture and to eliminate irresponsible communication from the organisation.

TESTIMONIAL

“We were able to air problems and learn effective ways to communicate. We resolved lots of issues. It was very informative and positive.”

Sales Assistant, Yeppoon, QLD