

# EFFECTIVE COMMUNICATION SKILLS



 **Delivery:** Face-to-Face or Virtual

 **Duration:** Half day

 **Maximum Participants:** 12

 **Recommended for:**  
 Leaders and team members seeking to communicate effectively with internal and external stakeholders

 **Fully Pre-qualified on:**  
 buy.nsw Supplier Hub,  
 VendorPanel and AusTender

## Build communication skills in your team

Highly effective communicators focus on understanding their audience and adapting their style to achieve maximum cut-through. Arming your team with a toolkit of styles and techniques will build their skills and enhance their ability to craft messages and convey information with clarity and direction.

### WORKSHOP CONTENT

Communication skills sit at the heart of the modern workplace. This workshop focuses on helping people of all experience levels to lift their communication ability and effectiveness by tuning up techniques and emphasis. We take a practical approach to different types of communication to make you more effective in what you need to do.

- Different communication modes/ formats, styles and techniques
- Improve your questioning and listening
- Recognise the importance of understanding the audience
- Communication techniques for remote working
- Tailoring messages for different occasions and audience
- Barriers that often prevent clear communication

- Communication frameworks for both impromptu and prepared scenarios
- Verbal and non-verbal communication to build rapport

### LEARNING OUTCOMES

- Upon completion of this workshop, participants will be able to:
- Identify appropriate communication styles and strategies to employ in varied situations
  - Use verbal and non-verbal communication skills to build rapport
  - Employ styles and strategies to achieve goals and reduce conflict

### ENHANCE YOUR COMMUNICATION

Improve your communication effectiveness with techniques, styles and improved understanding of individuals, their motivations and behaviours.

### NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

### RELATED WORKSHOPS AVAILABLE:

- Presentation Skills
- Negotiating and Influencing for Outcomes
- Having Difficult Conversations
- DiSC | Understanding Self & Others

“Great foundational communication tips for working within a team more effectively.”