

EFFECTIVE COMMUNICATION:

Understanding Self and Others



Delivery: Face to Face or Virtual
Optional Module: DiSC profiling*



Duration: Full day or 2 half days



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



Adopt a powerful framework for aligning your message to your audience

Highly effective communicators focus on understanding their audience just as much as they work on crafting their message. This workshop offers a proven framework for quickly developing an understanding of audiences – and your own communications style – through the well-regarded DiSC behavioural model.

■ WORKSHOP CONTENT

Leaders of all levels will unlock new levels of communication skill with this detailed and intensive workshop which focuses on understanding human behaviour, rather than personality. Following the general principles of the DiSC model, this workshop explores communication styles to improve the real-world application of communication skills.

■ OPTIONAL DiSC PROFILING MODULE*

Accelerate your team's understanding and application of the learnings with this additional personalised module, which requires an element of pre-work by participants in order to collect specific data for use in the workshop:

- Secure link to the official DiSC website activated approximately 10 days prior to the session.
- Participants complete the personalised survey, which forms the basis of their individual report.

- Individual reports and debriefs are delivered as part of the workshop, either face to face or virtually.

■ LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Leverage an improved understanding of self and others
- Identify how behaviour impacts effectiveness
- Discover behavioural strengths and value differences in others
- Identify appropriate styles and strategies to achieve goals and reduce conflict
- Understand how various behavioural styles interact
- Use verbal and non-verbal communication to build rapport with both internal and external contacts

■ ENHANCE YOUR AWARENESS TO IMPROVE COMMUNICATION

Improve your communication effectiveness with an enhanced understanding of your audience, their motivations and behaviours.

■ NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

■ RELATED WORKSHOPS ALSO AVAILABLE:

- Presentation Skills
- Influencing Without Authority
- Negotiation Intelligence
- Conducting Difficult Conversations

“ The DiSC profile is fantastic, understanding the different styles and how to communicate better is extremely valuable. ”