



4 STEPS TO EFFECTIVE COMMUNICATION

COURSE OVERVIEW

Our success in life is significantly determined by how effectively we communicate and interact with other people. Our ability to relate, communicate, influence and motivate others is a crucial skill in creating successful – and lasting – relationships with customers, prospects, co-workers, managers, subordinates, not to mention our friends and family members. During the course you will learn a very practical, four-step process to more effective communication.

COURSE IS IDEAL FOR

All levels of staff within the organisation who want to improve their personal and professional lives.

LEARNING OUTCOMES

- Understand the role and importance of effective communication
- Defining the different behavioural styles
- Developing self awareness of your own style
- Explore how to identify different styles
- Learn how to adjust your communication style

TRAINING INCLUSIONS

- Certificate of attendance
- Digital training Manual, activities and resources
- Live recorded session copy (virtual training only)
- Access to online peer mentoring group
- 24/7 access to your personalised client platform

Virtual - Training requirements

- Working computer with microphone and speaker
- Up to date web browser

TOPICS COVERED IN THIS COURSE

Welcome and Introduction

Developing an Understanding of the Different Behavioural Styles Using the Extended DISC Framework

Identifying Your Style - personal Extended DISC Individual Assessment

Communication – What is it? Understanding Communication among styles

How to Identify the Styles

Adjusting Our Communication Style

CORE COMPETENCIES

- Approachability
- Understanding Others
- Peer Relationships
- Interpersonal Savvy