PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Communication Skills Training

The Communication Skills training course from PD Training is one of our most popular courses and teaches you powerful concepts like how different personality types can influence communication, what your personal communication preferences are, and most importantly how to implement and use these skills immediately.

You will learn effective communication strategies for overcoming common communication barriers as well as essential skills like active listening, effective use of voice and tone, investigative questioning skills and exploring the importance of body language and the non-verbal communications coming from others.

If you have ever wanted to communicate with more clarity and impact in any of your relationships, then this course was designed for you!

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved self-confidence.

A great communication style adapts to the personalities and strengths of your team, customers, and managers. The REACH profile, included as part of the course, provides valuable insights on how you and your team prefer to work, collaborate and communicate, and how you can improve your interpersonal skills.

This effective communication skills training course is available throughout Australia, including Brisbane, Sydney, Melbourne, Perth, Adelaide, and Canberra.

Looking for a 3-hour Online Live version of the course? Click Here to View Our 3-Hour Virtual Communication Skills Courses.

What You'll Gain:

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type, and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

Outcomes

After completing this course, participants will:

- Gain insight into their individual personality type and communication preferences by using our proprietary profiling tool
- Learn to recognise other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilise pitch, tone and speed
- Master the S.T.A.R. method for speaking on the spot
- Learn to use and read body language appropriately
- Learn how to listen more actively and effectively
- Gain valuable insights by asking open-ended questions
- Become a more effective communicator through the use and application of practical tools

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Modules

Lesson 1: The Changing Landscape of Communication

- What has changed about how we communicate

Lesson 2: Your Personal Style and Communication

- REACH Profile
- Personal Style Markers
- Communicating when Stressed
- Activity: Communication when Stressed

Lesson 3: Principles of Effective Communication

- Intent and Audience
- Which Medium?
- 3C-S Framework

Lesson 4: Verbal and Non-Verbal Communication

- Mehrabian Silent Messages
- Paraverbal Communication

- Quadrant of Cognitive Explanatory Styles
- Ask Powerful Questions

Lesson 5: Communicating with Impact

- Presenting Ideas Clearly and Persuasively

Lesson 6: Written Communication

- Writing Principles
- Concise Word Use
- Tone
- AI Assisted Writing Tools

Lesson 7: Communicating in Difficult Conversations

- What makes Conversations Difficult?
- Structuring a Conversation

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au