PROFESSIONAL DEVELOPMENT TRAINING

Communication Skills Training - 3hours

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

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'll learn 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!

This communication course is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs. See our outcomes in the reviews.

What You'll Gain:

This communications 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 REACH 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

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

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
- Ask Powerful Questions

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au