



Communicating for Success

A one-day workshop providing job seekers with improved workplace communication skills

Some of the topics we'll cover include:

- ✓ The basics of interpersonal communication
- ✓ Its not just about what we say! - The importance of non-verbal communication
- ✓ What employers expect from their staff - Appropriate behaviour and conversation at work
- ✓ How to project a professional image at work
- ✓ Identify commonly used workplace jargon and terms
- ✓ Understand the importance of using non-discriminatory language in the workplace
- ✓ Workplace Harassment - What is it and what do we do about it?
- ✓ Dealing with conflict at work
- ✓ Understand the concept of assertive communication
- ✓ Use assertive communication strategies to communicate with colleagues, customers and employers when required.
- ✓ Who to talk to about what - Figuring out workplace structures
- ✓ Workplace Politics - What is it and why is it important?
- ✓ Figuring out the politics of your new workplace



Details:

- ✓ 9.30am - 3.00pm
- ✓ **\$150** per participant (+GST)
- ✓ Minimum 10 (Sydney & Brisbane Metro - including Gold & Sunshine Coasts)
- ✓ Minimum 12 - 16 Elsewhere (depending on location and associated travel costs)
- ✓ Delivered on your site, or in our Training Rooms (if convenient)

Contact us for more information!
Call (02)4722 2012 and ask for Caitlin or Sharron