

Communication Skills for Managers

Enhance your communication skills



Overview

As a manager, communication skills are essential to effectively liaise with your clients, colleagues and stakeholders and ensure the right message is delivered every time to achieve business success. This Communication Skills workshop will enhance your existing skills, improve your personal communication style and business relationships.

Benefits

This workshop is designed for managers and supervisors who are looking to further develop their communication skills. By participating in this workshop, you will:

- develop self awareness of your personal communication style and create self development plans to ensure ongoing development
- explore the relevance and application of communication skills to a range of situations and people
- directly improve communication skills by using workplace examples
- develop transferable skills in strong communication
- share experiences and knowledge with other participants.

What you will learn

By attending this full day workshop you will learn to:

- recognise the forms and techniques of communication
- manage conflict through effective communication
- develop strategies and tools to build and maintain stakeholder relationships
- give and receive staff feedback use communication to negotiate and achieve desired outcomes
- identify diversity in your staff and adapt your communication style.

CPD points for real estate people

On successful completion of this workshop, real estate participants will achieve 8 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration.

Details

Date: One full-day workshop on Thursday 29 March 2012
Time: 8.30am – 4:30pm
Where: WISDOM Learning Centre, Fairbairn ACT
Cost: \$550, including all materials and gourmet catering

How to register

Register online at www.wisdomlearning.com.au or contact us for more details.