

Communication Skills

Improve your results through effective communication



Overview

Communication skills are essential in providing excellence in customer service and for working effectively with your peers and stakeholders. Effective communication skills will enable you to better understand their needs and respond appropriately to achieve your desired outcomes.

Benefits

This workshop is designed for people who wish to further develop their communication skills. By participating in this workshop, you will:

- develop confidence in dealing with and responding to customers
- directly improve communication skills by using workplace examples in activities
- practice good communication in a safe group environment
- share experiences and knowledge with other participants.

What you will learn

By attending this half-day workshop you will:

- explore and apply a variety of communication techniques, including: body language and presenting a professional image
- explore active listening and how you apply these skills to meet customer and stakeholder needs
- investigate questioning techniques that can be used to better understand and respond appropriately to your customers
- develop techniques to deal with 'difficult' customers
- develop techniques to build and maintain good relationships.

CPD points for real estate people

On successful completion of this workshop, real estate participants will achieve 4 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 half-day workshop on Thursday 10 May 2012
Time: 8.30am – 12.30pm
Where: WISDOM Learning Centre, Fairbairn ACT
Cost: \$330, including all materials and gourmet catering

How to register

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