

Effective Interpersonal Communication



Communicate assertively and be heard

OVERVIEW

Maintaining and improving workplace relationships hinges on adequate and appropriate interpersonal communications. Get to know your own communication tendencies and understand others better. Utilise assertiveness techniques to gain respect and be heard.

The Power of Your Message

- Understanding the communication process in your workplace
- Using tone of voice and body language to enrich your message
- Selecting words and communications style for professionalism
- Ensuring your message is understood

Understanding Others Better

- Accounting for what you know and what you don't know about others
- Using active and empathic listening skills to understand others better
- Using questioning techniques to develop understanding

Communicating Assertively

- Recognising different communication styles
- Assertive vs. Aggressive
- Using assertiveness to gain respect and be heard

Planning Difficult Communications

- Identifying communication preferences
- Addressing your communication pitfalls in a range of situations
- Communicating in difficult situations or with people you find difficult
- Recognising the positive impact of professional and assertive communications on you and on others

DURATION

1 day

→ [Enquire for Private Delivery](#)

DELIVERY MODES

- ✓ Scheduled workshop
- ✓ Onsite workshop
- ✓ Webinar

PRE-REQUISITES

None

AUDIENCE

Team Member Supervisor Manager

CORE COMPETENCIES

- ✓ Communication
- ✓ Assertiveness

OUR EXPERTISE

Linked Training are experts in bringing real improvement to individuals, Government and Non-Government clients. Our skill is developing training content that supports both individual development and business objectives. We utilise the power of layered learning and experiential practice to fully engage and provide motivation to continuously improve.

CUSTOMISE

We can customise! We work closely with you to understand the organisation focus on development, the required business outcomes, corporate policy and industry compliance, and your customer's needs.

BOOK NOW

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Or call **02 8824 4677**
for more information



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the experts

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