

ADVANCED COMMUNICATION SKILLS

This workshop is designed to enable participants to further develop their communication skills and techniques to express their thoughts, feelings and beliefs in formal and informal situations. Participants will increase their confidence in having difficult conversations through the use of assertive communication strategies and structured scenarios.

Workshop outline

- The familiarity and difficulty of communication
- Combating manipulative language
- Identifying your current communication preferences
- Communicating with someone who has a different “personality”
- Normal behaviour styles in stressful circumstances:
 - Fight
 - Flight
 - Freeze
- Distinguishing between behavioural responses
- When emotions get in the way
- Preparing for difficult conversations
- Active listening: Listening to learn
- Listening to what is **not** being said
- Difficult conversation blueprint
- Dealing with blocking gambits and passive resisters
- Scenario practice
- Behaving in a non-reactive way to personal attacks
- Striving for win-win outcomes

Time

8.30am – 4.00pm

Cost

\$245.00

Where

2nd Floor, Highway Arcade
47 Stuart Highway, Stuart Park

Refreshments

Morning tea, lunch and afternoon tea are provided

For more information, please contact us at:

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