

Experts agree that professional success depends primarily on human relation skills. It's not necessarily the technical skills, hard knowledge, or intelligence that makes certain managers effective in their jobs. Many times, it is superior skill in handling people that propels careers, boosts productivity, and ensures job satisfaction.

Managers are expected to deal with the whole range of people situations from working with difficult people, to handling staff personal problems, to improving staff work performance, to dealing with conflict situations.

Unfortunately, many people are often promoted to managerial positions without the opportunity to develop their communication skills.

- **This workshop is designed for frontline managers as well as other employees who want to develop their communication skills**
- **One day and two day versions. The two day version includes extra scope and a greater depth**
- **Includes supply of communication assessments. The implications of the assessments will be discussed as a part of the workshop**
- **This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value**
- **Each participant receives a comprehensive manual of our normal highest quality material**

The program

- Understand the communication process
- Understand why communication often goes wrong
- Learn how to overcome communication barriers
- Discover how to communicate and email to the 4 different personality types
- Discover how 7 different perceptual issues affect communication.
- Learn what type of communication to use in different situations
- Learn how to use the phone and email effectively
- Understand non-verbal communication
- Learn how to detect when people are lying
- Discover how to become an active listener
- Learn 5 conflict resolution approaches
- Understand when to use the different conflict resolution types
- Learn how to develop presentation skills
- Understand the presentation sequence
- Learn how to build rapport with people
- Learn how to make a good first impression
- Discover the 6 principles of persuasion and when to use them
- Learn how to give and receive constructive feedback
- Learn how to ask effective questions
- Learn how to offer advice and deliver bad news
- Discover how to win back angry customers
- Understand how to deal positively with conflicts
- Learn how to get people to trust you
- How to handle 10 difficult types of people
- How to build your assertiveness and self – confidence
- How to be assertive without being aggressive

Management Training Australia

P: PO Box 281, Vermont, Victoria 3133, Australia

W: www.mtaustralia.com ; E: answers@mtaustralia.com; P : +61 3 9256 6004, F : +61 3 9445 9243