



The ability to communicate effectively can have a profound effect on one's personal and professional life.

This Interpersonal Communication training course from pdtraining, ensures effective interpersonal communication with positive results, leading to a more productive personal and professional life.

This engaging and highly practical training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Communication Skills Training Course Outline

Foreword:

This Effective Communications Training Course helps people communicate effectively, appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of their life. Learn to understand how you communicate, how others communicate and adjust to meet their needs.

This will help them receive your message more clearly and improve relationships in general. If you have never completed a Communications Course of this type you are missing out on awareness and understanding of fundamental concepts that can have a profound effect on your life and success in the workplace.

Learning Outcomes

- Identify their Personality Type & communication preferences using our proprietary Profiling Tool CHOICE
- Learn to recognise other people's Personality Types & communication preferences
- Master adjusting one's own communication approach based on need
- Identify barriers to effective communication and how to overcome them
- Effectively utilise tone
- Develop nonverbal & paraverbal communication skills
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively & effectively
- Gain insight into asking open questions
- Use appreciative inquiry as a communication tool
- Learn to establish common ground with others
- Use "I" messages
- Learn to adeptly converse and network with others

Course Length

- 1 - day

Phone: 1300 121 400 www.pdtraining.com.au

Communication Skills Training Courses are delivered by **pdtraining's** Communication Skills training specialists In Brisbane, Sydney, Melbourne, Adelaide, Canberra, Perth and Australia wide.

Communication Skills Training Course - Lesson 1

Getting to know yourself - CHOIce

- What is your personality type?
- What are your communication preferences?
- What are your communication tendencies?

Communication Skills Training Course - Lesson 7

Speaking Like a S.T.A.R.

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Communication Skills Training Course - Lesson 2

Understanding others - CHOIce

- What other personality types are out there?
- What are their communication preferences?
- What are their communication tendencies?

Communication Skills Training Course - Lesson 8

Active Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Communication Skills Training Course - Lesson 3

Making allowance for others CHOIce and circumstance

- Consider your approach:
 - What is the receiver's CHOIce?
 - What type of message are you delivering?
 - Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?
- Develop strategies for future application

Communication Skills Training Course - Lesson 9

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Communication Skills Training Course - Lesson 4

Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Communication Skills Training Course – Lesson 10

Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Communication Skills Training Course – Lesson 5

Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Communication Skills Training Course – Lesson 11

Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips



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Communication Skills Training Course – Lesson 6
Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Communication Skills Training Course – Lesson 12
Conversational Psychology

- Understanding Precipitating Factors
- Establishing Common Ground
- Using “I” Messages

Web Links:

View this course outline

- [Communication Skills Training Course](#)

In-House Training – *Instant Quote*

- <http://pdtraining.com.au/in-house-training-instant-quote/>

Public Classes – *Enrol Now!*

- <http://bookings.pdtraining.com.au/publicclassbooking.aspx>

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