

HOW TO IMPROVE WORKPLACE COMMUNICATIONS

Workshop - Part 1 - 2 hours

Part 2 - 2 hours

\$300.00 plus gst

One-to-one training (per hour)

\$180.00 plus gst

Poor communication stifles performance, costs \$\$\$'s and frustrates management and workers alike. Learn the effective and proven written, spoken and non verbal techniques.

WHO SHOULD ATTEND:

Managers and staff who want to be more effective at influencing and communication at work

BENEFITS:

- ▶ Understand your communication style and strengths and how to use these to improve work relationships
- ▶ How to overcome modern workplace communication issues
- ▶ Overcoming modern work communication challenges
- ▶ Ensuring your message is understood

TOPICS:

Part 1

- ▶ Complete your own Personal Insights Profile (DISC) report
- ▶ How to deal with "difficult" communicators at work
- ▶ Learn to take the lead and "control" workplace conversations

PART 2

- ▶ Know your communication strengths
- ▶ Effective communication techniques
- ▶ Verbal and non-verbal tips
- ▶ How to really listen

REGISTRATIONS:

Contact Natalie on 869-1445

Email: gistraining@bdo.co.nz

Online: www.buseducation.com

IN-HOUSE TRAINING:

Would your organisation benefit from customised training? We will deliver any of our programmes in-house and tailor them to the specific needs of your organisation.

CANCELLATION POLICY:

If a registrant wishes to cancel, five working days notice is required to receive a refund, less a 10% administration fee. If you are unable to give five working days notice, arrangements can be made at the discretion of BDO Training to transfer to another workshop or for another person to attend. Unless such notice is given, full workshop fees are payable and refunds will not be given.

BDO Training reserves the right to cancel or postpone a workshop. At this time you can either:

1. Receive one-on-one training on the workshop topic; or
2. Transfer to another workshop (if you are using a NZTE Capability Development Voucher, please contact the Regional Partner to see if this can be transferred); or
3. Have the workshop fee refunded in full.