

# Positive Communication

*How to communicate effectively*

## Synopsis

Being able to communicate in a positive way builds trust and demonstrates emotional intelligence and awareness. Positive communication can include giving and receiving feedback for growth, but it does require practice.

This workshop explores how to communicate effectively to achieve mutually beneficial outcomes, ensuring respect for all parties and addressing everyone's needs.

## Course Topics

Our course topics include:

- Boundaries
- Dealing with sharks
- When lambs are leading lions
- Empathy – The Three Pillars
- Listening with intent (focus and purpose)

## Course Details

Delivery:	Inhouse or Virtual
Structure:	Interactive Workshop
Time:	1 day
Class Size:	Max 15
Cost:	On request

## About the Trainer



Mario Cortes is a highly skilled professional trainer and assessor with 20+ years' experience in project management, corporate training and leadership development.

His energetic training style is both informal and informative, adding a level of entertainment to ensure participants remain engaged in the learning.

As a trainer-assessor for the Diploma of Project Management, Mario's other talents include working as a Project Manager; Change Management expert; keynote speaker; MC and author.