


Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

COMMUNICATION FOR MANAGERS - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Supervisors and Managers who would like to improve their team communication skills to improve team effectiveness.</p> <p>Our course will help increase team cohesiveness through improved communication within the team.</p>	<ul style="list-style-type: none"> • Communication Skills <ul style="list-style-type: none"> – What is effective communication? • Questioning skills to gain commitment <ul style="list-style-type: none"> – Open, closed and probing questions – Clarification, completeness – Intention and meaning – Listening skills – The Mehrabian Study – Body language and gestures • Emotional Intelligence <ul style="list-style-type: none"> – Self-assessment tool – 4 components of EI – Delivering feedback – Giving quality feedback • Challenging behaviours and situations <ul style="list-style-type: none"> – Conduct difficult conversations with employee, team, customer 	<ul style="list-style-type: none"> • Understand and adopt best practices in handling challenging individuals and situations. • Adopt and practice proven • Communication skills to be • Able to ask the right questions. • Grow emotional intelligence skills to get the most out of difficult situations and lead people interactions to positive outcomes. • Recognise difficult behaviour and deal with it in an appropriate professional manner
	COURSE DETAILS	
	<p>Delivery</p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
	<p>Duration and Location</p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
<p>Fees and Inclusions</p>	<p>Please contact Peak Services for course fees or a proposal for on-site/in-house training.</p>	
<p>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</p>		<p>REGISTER NOW 07 3000 2148 FIND OUT MORE training@wearepeak.com.au wearepeak.com.au</p>