

Difficult Conversations

1 day



Description

Do you need to:

- Learn how to communicate effectively

The focus of this program is on building the skills for providing effective feedback, both positive and negative, and dealing with difficult conversations in the workplace. This course is designed for everyone who is looking to create stability, self-governance and perfect their effective communication channels amongst increasing workloads, demands, conflicting deadlines and crisis.

Aim

This course aims to provide you with the skills and knowledge necessary to effectively communicate with their teams and colleagues. A specific focus is looking at feedback and communication for negative or difficult situations in the workplace.

Pre-requisites

There are no pre-requisites for this course.

Learning Outcomes

At the completion of this course you should have the skills and knowledge to:

- Understand your natural communication style
- Understand why some communications are hard
- Understand the different communication styles in the workplace
- Use the DISC model to identify behaviour and personality style
- Use effective communication techniques

Topics Covered

Key topics covered on this course include:

Types of communication

- Verbal
- Non-verbal
- Meta-verbal
- Communication over the telephone

Styles of communication

- Passive communication
- Aggressive communication
- Passive-Aggressive communication
- Assertive communication

Communication behaviours and outcome

- What is so difficult about communication?
- Common communication mistakes
- Reactive behaviours
- Perspective

Integrity and self-communication

- DISC Model
- Know thyself
- Self-responsibility
- What is emotional intelligence?
- Empathy

Effective communication

- Listening
- What is active listening?
- Feedback vs. Feed forward
- Persuasive and positive phrases
- Vocal technique
- Tips for handling difficult conversations



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