

# BUSINESS COMMUNICATION TECHNIQUES



By **SGS**

1 DAY



## LEARNING OUTCOMES

- Distinguish and understand diverse communication styles to improve your effectiveness
- Practice enhancing your communication through effective listening and questioning techniques
- Apply the planning and facilitation techniques to ensure your meetings achieve outcomes
- Consider your email communication and its impact on others in the achievement of results and the building of relationships
- Manage workplace interactions and foster working relationships up, down and across organisations

## CORE COMPETENCIES

- Approachability
- Understanding Others
- Peer Relationships
- Creativity

## COURSE OVERVIEW

The way we communicate in a business setting has a direct impact on the outcomes we achieve. Learn practical strategies to develop key business skills to enhance your interaction with others to achieve results.

This course is ideal for anyone looking to improve their communication and business skills. Low to mid-level staff such as administrators looking to expand both their role and opportunities would benefit.

## TOPICS COVERED IN THIS COURSE

### Developing and evaluating your skills

Evaluate your current skills and identify areas of development.

### Goals and personal motivation

Decide what you want to do and how you will get there by setting SMART goals.

### Essential 'people' skills

Learn to vary your style based on the person and situation.

### Principles of effective communication

Identify the scaffolding blocks of communication, such as active listening and questioning skills.

### Recognising and overcoming barriers to communication

Minimise your barriers and improve your communication with others.

### Characteristics of assertive communication

Develop a style of communicating that enhances mutual respect and allows clear, open communication to take place.

### Assertively saying 'no'

Be straight forward and honest in a respectful and professional way.

### Making communication work

Learn to vary your style based on the person and situation.

Practical, relevant training  
developed for the Australian  
workplace.

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