

progress training systems
presents
the



Communication Skills System

In every environment, whether business, team or personal, the effectiveness of any activity depends on the success of the communication involved. Of course we all learned to talk when we were very young. Generally, we also learned to listen. But very few of us were ever taught to ensure that the messages we intend to send are actually received! And sometimes, no matter how good we are at it, it is difficult to find the right way to get our message across.

In this program, we address a wide range of communication skills and strategies. As with the entire suite of BEST Training Programs, we work with a series of simple steps called the BEST System, which enables each participant to ensure that they are doing everything possible to communicate effectively, in every area of their life. As well as specific skills and strategies in spoken and written communication, we cover issues such respect, emotional maturity, conflict and self-empowerment which have such impact on the use of our skills.

This program is ideal for team-building, for project installation and management, and for creating a more positive and effective environment in every workplace.

Program Contents

The BEST Communication Skills Program can be customised just for you, but can include:

- The BEST Communication System – principles and philosophies
- Essential elements of successful communication
- How to ensure trust and rapport with anyone
- Specific components of interpersonal communication and how to work with them
- Body Language – Posture, Gestures, Expressions
- Dress and personal grooming
- Voice Development for optimal impact
- Questioning and Listening skills
- Telephone skills and strategies

- Business Writing Principles including clarity, current etiquette etc.
- Meetings management and participation
- Networking for professional development
- Presenting in public
- Increasing interpersonal effectiveness through the Behavioural Styles Model
- Information receiving preferences – an introduction to Neuro Linguistic Programming
- Dealing with diversity – gender, culture etc.
- Conflict Resolution
- Increasing your personal power

PROGRAM DESIGN AND TRAINING METHODOLOGY

This program is a two day workshop, which can be conducted for up to 25 participants who are divided into smaller clusters for group activities. The minimum effective group size is 8-10, because much learning takes place through group dynamics and participant involvement.

Equipment used is kept to a minimum, to allow real-time discussion and involvement. Flip charts and workbooks are our preferred media. The entire program is lively, informative and interactive.



Progress Training Systems Pty Ltd
P O Box 1060 Cronulla 2230 Australia
T: +61 2 9527 2280 F: +61 2 9527 2240
www.progress.com.au