

## LEADERSHIP COMMUNICATION SKILLS

This workshop examines the facets of excellent communication and presents the communication skills and techniques (verbal and non-verbal) required by good leaders, including presentation skills, running effective meetings, the barriers to communication (individually, within teams and organisationally), gender differences in communication, assertiveness skills, and self-knowledge tools to understand the impact of personality on communication style.

### Content

- What is communication?
- Verbal and non-verbal skills.
- High impact presentation skills.
- Barriers to effective communication.
- Gender differences in communication at work.
- Assertiveness skills.
- Self-assessment of personality style and impact on communication.
- Breaking down internal and external barriers to implement these skills in the workplace.

### Outcomes

- Understand the principles of effective communication.
- Identify your own communication strengths and areas for improvement.
- Understand barriers to effective communication.
- Improve your assertiveness, confidence and presentation skills.

### Who Should Attend

Those leading and managing people who would like to enhance their communication skills.

### Benefits to You and Your Organisation

- Understanding of effective communication principles and techniques.
- Understanding what tends to go wrong with communication at work and why.
- Build your personal impact as a manager
- Be more confident in being assertive, presenting and communicating across diverse employee groups and communication channels.

### Competency Framework

First Line Manager Common (AS03-AS05)  
Middle Manager Core (AS06-AS08)

### Facilitator

Samantha Young

### Contact

[enquiries@sa.ipaa.org.au](mailto:enquiries@sa.ipaa.org.au)  
08 8212 7555

### Duration

1 half day  
9:00am-12:30pm  
8:45am registration

### Dates & Bookings

[Please refer here](#)

### Location

Level 6, 12 Pirie Street  
Adelaide SA 5000

### Inclusions

Workbook, morning tea and refreshments

### Costs

Professional Members \$260  
State Gov Members \$295  
Corporate Members \$305  
Non-Member \$325

This course is part of the 21st Century Manager program. Register for the full program to receive a 10% discount.