



Effective Communication Skills

“The single biggest problem in communication is the illusion that it has taken place”. George Bernard Shaw

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 and running effective meetings, the barriers to communication (individually, within teams and organisationally), gender differences in communication, assertiveness skills and tools to build self-knowledge 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 implementation of 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
- Know how to improve your own communication effectiveness including assertiveness, confidence and presentation skills

Benefits to you

- 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

Benefits to your Department

- Enhanced managerial and team performance.
- Reduce risk of conflict from misunderstandings and poor communication

Competency Framework Level [First Line Manager](#) Common (ASO3 –ASO5)
[Middle Manager](#) Core (ASO6- ASO8)

Duration 1 Half Day 9:00 am – 12:30 pm

Facilitators [Luke Broomhall](#) or [Samantha Young](#)

Price [Professional Member](#): \$160
[State Government Member](#): \$199
[Corporate Member](#): \$199
Non-Member: \$245

Refreshments, morning tea, a comprehensive workbook and certificate of participation, (signed by IPAA SA President and Commissioner for Public Sector Employment, Erma Ranieri) will be provided.



This course is a part of the **21st Century Manager Series** register for the entire series to receive a 10% discount

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