



POWERFUL COMMUNICATION

Communication is central to how we lead and manage others. This workshop focuses on understanding different personalities and behaviours and developing practical communication skills that support managers and leaders to work with their team in achieving organisational outcomes.

Content

- Understanding the impact of different personalities on team performance and morale.
- Understanding your own and others' communication and leadership styles.
- Devising a range of relevant communication strategies
- Empathy and effective listening.
- Practical tools and activities to develop communication skills.
- Developing trust to be able to have the "tricky" conversations.
- Effectively managing conflict.

Outcomes

- Knowledge and understanding of effective communication developed and strengthened.
- Skills and techniques to strengthen communication with the team developed.
- Confidence for managing challenging situations and personalities is strengthened.

Who Should Attend

- Managers and experienced leaders.
- Team leaders who have been a team member and are now the team leader.
- People coming to grips with leading a team and managing others.

Benefits to You and Your Organisation

- Better communication leading to achievement of outcomes and positive staff interactions.
- Increased ability of managers to lead and manage others more effectively.
- Enhanced communication skills increasing engagement of staff and supporting more effective problem solving.

Competency Framework

Middle Manager Core
(ASO4-ASO6)

Facilitator

Centre for People
Development

Register

www.sa.ipaa.org.au
enquiries@sa.ipaa.org.au
08 8212 7555

Duration

1 full day
9:00am-4:30pm
8:45am registration

Dates & Bookings

See IPAA SA website

Location

Level 6, 12 Pirie Street
Adelaide SA 5000

Inclusions

Workbook, morning tea, lunch
and refreshments

Costs

Professional Members \$460
State Gov Members \$495
Corporate Members \$505
Non-Member \$575

This course is part of the Middle Manager Development series. Register for the full series and receive a 15% discount.