

## Effective Communication

**Effective Communication within an organisation is vital to address ever increasing demands and pressures for the achievement of organisational objectives and customer expectations.**

The Effective Communication Course provides an understanding of why people act and react as they do. This allows for an effective plan to be developed to solve communication problems and overcome barriers to co-operative teamwork.

The participant can expect to:

- ▶ Understand their communication style preference
- ▶ Learn new communication skills to help set and achieve goals
- ▶ Understand how to overcome the barriers to effective communication
- ▶ Improve two-way communication by implementing key listening skills
- ▶ Develop the skills to improve written communication
- ▶ Solve communication problems and learn how to use communication as a coaching tool
- ▶ Communicate effectively in groups
- ▶ Build interactive team relationships

### THE UNIQUE LMA PROCESS

LMA delivers a process that not only provides skill and competency development but changes the attitudes and behaviours of the participant.

To ensure that measurable results and a Return On Investment are achieved:

- ▶ Specific workplace goals for learning and performance improvement are established in consultation between the Participant and Company Management
- ▶ Individual support from the LMA Coach guides the Participant's "on the job" application of the learning to the accomplishment of the goals
- ▶ Complete resource materials allow multi-sensory learning and regular review
- ▶ Nine interactive modules are facilitated in convenient weekly workshops
- ▶ Each workshop concludes with application and action steps to produce measurable results
- ▶ LMA's unique on-line feedback process provides real time assessment of progress
- ▶ Mid and Post Course Reviews are conducted by the LMA Coach with the Participant and the chosen Manager/Mentor
- ▶ Participants present key results and a summary of course accomplishments at a special Graduation Meeting

## MODULE CONTENT

### Overview Meeting

- ▶ What is Success?
- ▶ Importance of Attitude
- ▶ Developing Potential Workplace Goals
- ▶ Self Evaluation Exercise

### One - Communicating for Results

- ▶ Communication  
The Essential Human Connection
- ▶ Rewards of Successful Communication
- ▶ Communication Skills can be Learned
- ▶ Attitudes for Improving Communication Skills
- ▶ Setting Communication Goals
- ▶ Plan of Action Activities

### Two - The Foundation of Good Communication - Understanding Human Behaviour

- ▶ Understanding Yourself
- ▶ Understanding Others and What Motivates Them
- ▶ Basic Styles of Behaviour and Communication
- ▶ The Authentic Communicator
- ▶ Plan of Action Activities

### Three - Listening - The Key to Understanding

- ▶ The Benefits of Active Listening
- ▶ Levels of Communication
- ▶ Attitudes for Effective Listening
- ▶ Barriers to Listening
- ▶ Involving the Other Person in Communication
- ▶ Effective Listening Pays Off
- ▶ Plan of Action Activities

### Four - Non-Verbal Communication - The Silent but Powerful Language

- ▶ Understanding the Total Message
- ▶ Reading Body Language
- ▶ Overcoming Communication Barriers
- ▶ Plan of Action Activities

### Five - Communicating by the Written Word

- ▶ The Widespread Use of Writing to Communicate
- ▶ Preparing to Write
- ▶ The Visual Connection
- ▶ Plan of Action Activities

### Six - Problem Solving Through Communication

- ▶ Problem Prevention
- ▶ Choosing a Constructive Approach to Handling Challenges
- ▶ Communication as a Coaching Tool
- ▶ The Emotional Factor
- ▶ Plan of Action Activities

### Seven - Communicating Effectively in Groups

- ▶ Multiple Opportunities
- ▶ Planning for a Meeting
- ▶ Appropriate Purpose and Format
- ▶ Strategies for More Productive Meetings
- ▶ Preparing and Delivering a Presentation
- ▶ Plan of Action Activities

### Eight - Communication - Putting it all Together

- ▶ Communication is . . . Living
- ▶ Communication is . . . Working
- ▶ Communication is . . . Sharing
- ▶ Communication is . . . Growing
- ▶ The Three C's of Communication
- ▶ Where Do We Go From Here?
- ▶ Plan of Action Activities

### Graduation

- ▶ Presentation of Results
- ▶ Awarding of Certificate

### Competencies incorporated in the Effective Communication:

BSBFLM303C      Contribute to Effective Workplace Relationships

