



Tasmanian Training Institute

BUSINESS COMMUNICATION SKILLS

Online

This course is suitable for people who would like to improve their communication with individuals across teams and within an organisation, and including key stakeholders or industry partners. Team Leaders, Managers, Supervisors or HR personnel and anyone wishing to enhance their business communication skills will benefit from this intensive 2-day program.

COURSE OUTLINE

EFFECTIVE COMMUNICATION
Communication models and theories
Body language, minimal encouragers, expression and more
Use of specific language or terminology
THE COMMUNICATION PROCESS
Interpersonal skills
Encoding and decoding messages
Potential miscommunication
AUDIENCE-CENTRED COMMUNICATION
Multicultural considerations
Education, age, gender and bias considerations
INTERCULTURAL SENSITIVITY
Shared belief systems
Attitudes, values, expectations, norms
Social customs
ADAPTING to ORGANISATIONAL CHANGE
Workplace communication expectations
Building strong business relationships - internal and external
Small groups, teams and across organisational communication
SENDING CLEAR MESSAGES
Roles, status, language, personal space
Reflection.

FEE - \$350.00 per person

Tasmanian Training Institute - ABN 62 925 887 419
www.tastraining.com.au