

Get to the Point: Communication for Managers



This workshop is designed to enable participants to further develop their communication skills and techniques to express their thoughts, feelings and beliefs in formal and informal situations. Participants will increase their confidence in having difficult conversations through the use of assertive communication strategies and structured scenarios.

Workshop content:

- The familiarity and difficulty of communication
- Combating manipulative language
- Identifying your current communication preferences
- Communicating with someone who has a different “personality”
- Normal behaviour styles in stressful circumstances:
 - Fight
 - Flight
 - Freeze
- Distinguishing between behavioural responses
- When emotions get in the way
- Preparing for difficult conversations
- Active listening: Listening to learn
- Listening to what is **not** being said
- Difficult conversation blueprint
- Dealing with blocking gambits and passive resisters
- Scenario practice
- Behaving in a non-reactive way to personal attacks

Full Day Workshop
\$255

8:30 am – 4:00 pm

Refreshments

Morning and afternoon tea and lunch are provided for full day workshops.

Location

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

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All Public Workshops require a minimum of 6 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.

