



corporate training options

## Effective Communication

### Learning Outcomes:

Upon successful completion of this course you should be able to:

- Explain the unique power of and continuing need for face-to-face communication in an electronic age
- Demonstrate that nonverbal communication is a key part of getting your message across to your audience
- Teach how to use words to create positive relationships and resolve conflicts
- Foster an attitude that good listening is one of the most important factors in human interaction
- Explore adapting face-to-face communication principles to other communication when time and costs prevent you from meeting in person

### Prerequisites

There are no pre-requisites for this course.

### Duration:

1 Day

### Courseware:

High quality learning materials are available for purchase by participants.

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### **Corporate Training Options**

Sydney • Melbourne • Brisbane • Gold Coast • Canberra • Adelaide • Perth • Darwin • Hobart  
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## Effective Communication Training Course Outline

### **Face the Facts**

- Recognise face-to-face impact
- Appreciate the advantages
- Understand the behaviours
- Conquer your fears
- Factor in personality preferences

### **Practice Your Nonverbals**

- Value the unspoken
- Be aware of your body
- Check your physical appearance
- Take advantage of your voice
- Watch the clock
- Consider spatial arrangements

### **Choose Your Words Carefully**

- Realise your words have impact
- Create a positive impression
- Phrase your words for a business context
- Update your language

### **Listen Closely**

- Enhance your listening ability
- Give nonverbal feedback
- Delay your response
- Paraphrase and clarify
- Affirm the speaker's feelings
- Suggest options

### **Communicate Across the Miles**

- Adapt face-to-face strengths to other communication
- Respect cross-cultural preferences
- Gesture with care
- Learn language differences
- Avoid idiomatic speech

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