


Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## COMMUNICATION FOR MANAGERS - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Supervisors and Managers who would like to improve their team communication skills to improve team effectiveness.</p> <p>Our course will help increase team cohesiveness through improved communication within the team.</p>	<ul style="list-style-type: none"> <li>• Communication Skills               <ul style="list-style-type: none"> <li>– What is effective communication?</li> </ul> </li> <li>• Questioning skills to gain commitment               <ul style="list-style-type: none"> <li>– Open, closed and probing questions</li> <li>– Clarification, completeness</li> <li>– Intention and meaning</li> <li>– Listening skills</li> <li>– The Mehrabian Study</li> <li>– Body language and gestures</li> </ul> </li> <li>• Emotional Intelligence               <ul style="list-style-type: none"> <li>– Self-assessment tool</li> <li>– 4 components of EI</li> <li>– Delivering feedback</li> <li>– Giving quality feedback</li> </ul> </li> <li>• Challenging behaviours and situations               <ul style="list-style-type: none"> <li>– Conduct difficult conversations with employee, team, customer</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Understand and adopt best practices in handling challenging individuals and situations.</li> <li>• Adopt and practice proven</li> <li>• Communication skills to be</li> <li>• Able to ask the right questions.</li> <li>• Grow emotional intelligence skills to get the most out of difficult situations and lead people interactions to positive outcomes.</li> <li>• Recognise difficult behaviour and deal with it in an appropriate professional manner</li> </ul>
<b>COURSE DETAILS</b>		
	<p><b>Delivery</b></p>	<p>Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and Question and Answer sessions.</p> <p>Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.</p>
	<p><b>Duration and Location</b></p>	<p>Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland.</p> <p>Customisation is available based on individual council requirements.</p>
	<p><b>Fees and Inclusions</b></p>	<p>Please contact Peak Services for course fees or a proposal for on-site/in-house training.</p>
<p><b>PLEASE CONTACT PEAK SERVICES FOR COURSE FEES OR A PROPOSAL FOR ONSITE/IN-HOUSE TRAINING PROPOSALS</b></p>		<p><b>REGISTER NOW</b>  <b>07 3000 2148</b>  <b>FIND OUT MORE</b>  <b>training@wearepeak.com.au</b>  <b>wearepeak.com.au</b></p>