



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

## COMMUNICATION SKILLS - 1 DAY COURSE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>All staff who want to strengthen their communication skills and enhance their ability to interact confidently with others.</p> <p>This program will enable you to establish or review your current communications strategy, to ensure all staff are kept informed whilst providing a service to encourage them to contribute to the improvements in Council.</p>	<ul style="list-style-type: none"> <li>Improving relationships and performance within the workforce</li> <li>Managing difficult people and/or situations</li> <li>Communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Improved relationships at work</li> <li>Increased awareness of communications and the workforce</li> <li>Strategies for managing difficult people and/or situations</li> <li>Improved communication skills</li> <li>Language or Effective Action</li> </ul>



COURSE DETAILS	
<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>Our training course will include:</p> <ul style="list-style-type: none"> <li>Instructor-led training</li> <li>Statement of Attendance</li> <li>Course Workbook</li> </ul>
<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>  <a href="mailto:training@wearepeak.com.au">training@wearepeak.com.au</a>  <a href="http://wearepeak.com.au">wearepeak.com.au</a></p>

