



# Effective Communication

In this course, you will gain effective communication skills that will contribute directly to your ability to build strong, lasting relationships with peers, customers and stakeholders. You will also learn the components of communication and how to use these in the most effective way for mutually beneficial outcomes.

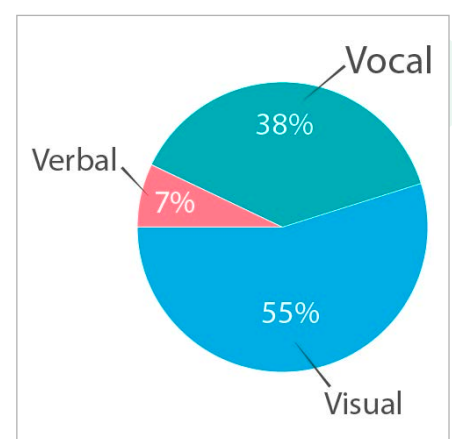
**Duration: 1 day**

## Learning outcomes:

- Understand the role and importance of body language
- Learn how to read other peoples' body language
- Understand the communication preferences of different personalities
- Adapt your communication style to different audiences
- Enhanced listening skills
- Give constructive feedback
- Identify and understand assertive or aggressive behaviour and how to manage both

## Course modules:

- Bringing back the art of conversation
- Body language and the its impact on communication
- Voice – tone, volume and inflection
- Effective Listening
- Barriers to effective listening
- Adapting your conversation for different personality styles



**Boost Employee Engagement – Build High Performance Teams – Foster Positive Culture**

This course is part of the  
**Happy Work Academy**

by **Able Corporate Training**



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