



Effective Workplace Communication

Few people work in isolation and our interactions with those around us play an important role in how effectively we, our teams and ultimately our organisations perform. Learn appropriate ways to handle conflict, passive and aggressive behaviour, as well as a range of tools for more effective interpersonal communication.

Designed for

Team leaders, supervisors, managers and sales or customer service personnel.

Course outcomes & benefits

- Strategies to develop effective workplace relationships.
- Strategies to enhance communication in the workplace
- Recognise the main types of difficult behaviour in the workplace (including passive and aggressive behaviour)
- Understand factors that impact on our behaviour and communication styles, and on our own reactions/responses to difficult behaviours
- Strategies for dealing with people with difficult behaviour
- Strategies and techniques for conflict management

Course content

- Mapping your communication networks
- Developing communication strategies for effective people management
- Recognising your own and others' reactions and responses in difficult situations
- Responding assertively to difficult behaviours
- Saying no comfortably and respectfully
- Strategies for dealing with aggressive, passive and passive-aggressive behaviours
- The symptoms and stages of conflict
- Managing conflict constructively
- Techniques and skills needed in conflict management

Duration & course dates

1 day 07 April; 27 May; 12 August; 30 November

Investment

\$450

Assessment

There is no assessment on this course.

Location

UNSW Global, 12-22 Rothschild Avenue, Rosebery, NSW 2018

Program code BSWC

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