

Communication Skills

The practice of good communication reduces unproductive conflict and enhances team morale and customer relations.

Objectives

- After successful completion of this, course participants will be able to:
- Understand the principle of two-way communication
- Understand the concept of assertiveness
- Listen attentively
- Use questions skillfully
- Recognise the importance of non-verbal and verbal communication

Benefits

For the participant, a reduction in conflict and misunderstanding through clearer and more precise communication.

For the organisation improved staff and customer relations resulting in a smoother running operation.

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