



Core Communication Skills Workshop

Program Overview

This Alive & Kicking flagship program has been delivered to 1000's of people the world over with life changing outcomes for the participants. Designed specifically to support people who interact with other people in their workplace, whether face-to-face, over the phone or in a written format; this highly engaging, interactive and thought provoking course has participants gaining higher levels of self-awareness and a motivation to change the way that they have been communicating. This results in better outcomes in their work and personal lives.

Who Will Benefit

Anyone who would like to have a map for communicating with a greater effectiveness in their work place and their personal life, and is willing to become more aware of the habits that are creating the outcomes they are getting.

Content

Participants take a journey of self-awareness and personal development to uncover a new understanding of their communication style using a variety of exceptional facilitation methods. The course focuses on behaviour change through the transfer of new knowledge, new skills, and how to bring a new attitude to the workplace. Prepare to be enlightened

Learning Outcomes

- A deep understanding that thoughts, behaviours, attitudes and emotions are one's own choice and responsibility
- Rigorously researched techniques that enable control of emotions and environment, rather than the feeling of being controlled.
- Learn the Alive & Kicking 7 Guiding Principles of Communication and the Alive & Kicking 3 Phase Communication Model
- Develop the skills to have professional effective warm collegiate and customer relationships through rapport building, effective questioning techniques and negotiation skills
- Use tools and techniques to reduce internal and external customer conflicts and complaints
- Walk away with skills to feel empowered confident and competent in interactions with other people and a renewed sense of opportunity and possibility.

We believe every business is different and a one-size fits all approach will rarely result in the best outcome. We customise this course to suit your unique training needs. The success of our training is in our familiarisation process where we ensure that the solutions we deliver directly relate to your business challenges.

Call us on 1300 305 789 or email hello@aliveandkicking.com.au for a confidential discussion to find out how we can help your people perform better