



// Since training with executive coach Maureen Moss, my ability to structure presentations and compile coherent but innovative thoughts and ideas has improved dramatically. If you are a technical or analytical professional and have the desire to improve your communication and interpersonal skills, I cannot recommend this course highly enough //

Matt Whitby, National Director Research, Knight Frank Property Consultants

Presented by ALC in association with GMCL & Associates

Communication(s) Excellence



7 best practice techniques to dramatically improve workplace communication and performance

Special Features

- **Intensive three-day format** with limited class size and high-impact experiential learning techniques supported by practical exercises throughout.
- **Combines training with coaching** plus individual feedback to maximise effectiveness of training.
- **Results oriented.** The emphasis throughout is on acquiring tangible skills that can be immediately applied upon return to the workplace.
- **Learn through application.** Each module consists of Awareness, Techniques, Practice and Application
- **Included.** A useful checklist plus a laminated pocket guide for handy take-home reference.

Today the need for excellence in communications skills is greater than ever before:

- Technology has transformed the style, content and very essence of communications
- Email is a two-edged sword – it brings great benefits but people hide behind it and use it as an all-too-convenient opt-out
- There is less time for everything – we have shorter attention spans, shorter conversations, shorter everything
- There is less face-to-face communication. Even staff who work right next to each other will send an email rather than walk over to converse

In this challenging environment traditional approaches need to be revisited and updated. This new training program has been designed to comprehensively address the core communications skills needed by organisations in the 21st century.

// **To be untouchable - with a job that a computer or robot cannot do faster, or some talented foreigner cannot do cheaper - you need to focus on constantly developing your right-brain skills //**

Daniel Pink

Please refer to our website for dates

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Communication(s) Excellence

// Although having good people skills has always been an asset in the working world, it will be even more so in the flat world. People skills will become more valuable than computer skills. //

Alan Binder

7 best practice techniques to dramatically improve workplace communication and performance

The world/society/business is changing dramatically through the interaction of powerful forces - the internet, the globalisation of business, the increasing rate of technological advancement. Many see these changes as the most significant since the invention of the printing press, with profound ramifications for society and business.

Increasingly, the spotlight is being cast on fundamental skills – management and communications – to ensure that these forces don't get away from us but are harnessed to best effect.

In this challenging environment traditional approaches need to be revisited and updated. This new training program is part of a concise and focussed management series designed to address the key skills needed in the "flat" world that organisations face in the 21st century.

Objectives

The objective of this course is to impart to participants the key communication skills needed in order that they may maximise the effectiveness of their role in the organisation:

- Understand the dynamics of the most common interaction situations
- Develop frameworks and techniques to produce optimum outcomes
- Add valuable techniques and skills
- Practice, gain feedback, and learn to self-coach
- Build confidence, enhance credibility, reputation, demand
- Deliver greater value and improve career prospects.

Who Should Attend?

This course is designed for any:

- Individuals who regularly interact, communicate, facilitate, moderate, understand, architect, present, persuade or engage with others
- Managers and their teams seeking consistently professional, efficient and effective performance
- IT and Technical professionals and anyone working in a technical environment who needs to get ideas across and/or get their work done or accepted.
- Subject matter experts / specialists interacting with customers or end users to design or develop effective solutions
- Clients or end users interacting with subject matter experts/specialists, who seek outcomes aligned to their needs
- Anyone striving for excellence in communication

In-House

This training program is available for private presentation, either on your own premises or 'off-site'. To discuss your inhouse requirements please call 1300 767 592 or email learn@alc-group.com.au

How Is This Program Different?

Through active participation in this intense 3-day course you WILL communicate differently and more effectively! Features include:

- Experiential learning with practical exercises throughout
- Comprehensive - more than just individual 'point solutions' e.g. not just facilitation or presentation
- Best-practice techniques applied to typical professional scenarios
- Individual feedback plus work in small groups
- Delivered by highly experienced trainers / consultants
- Combines training plus coaching

Maureen Moss Course Leader

Maureen is recognised by her peers and her clients as one of Australia's leading practitioners and coaches of communications and leadership skills – all based on frameworks and techniques for dealing with people. After beginning her career as a teacher, Maureen subsequently undertook roles in sales, training and management with Telstra, Mercuri International, Bid Pty Ltd and more recently her own enterprise. Maureen has over 14 years training and consulting experience working with clients as diverse as NRMA, CSR, Knight Frank, AGL, Kyocera, CBA, Westpac, and Rabobank, in Australia, New Zealand, and the UK. She has worked with elite sportspeople such as the Australian cricket team and Sydney Olympians, and coached up to MD and CEO levels via both the Australian Institute of Company Directors and her own organisation. Clients from all levels regularly make comments such as "no-one else has Maureen's ability to demonstrate and coach our desired behaviours" and "Maureen has the maturity to ask probing questions plus the experience to answer our own challenging questions of her". Her pre-eminence in her chosen fields is further evidenced in her popularity as a coach and source of train-the-trainer for others in the management consulting industry.

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// People skills will become more valuable than computer skills. //

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Course Content

“ Our team loved Maureen! Maureen’s professionalism and communication style allowed her to quickly get total buy-in with my team and the result was a group who engaged in the learning process and increased their self awareness about their own communication style and its impact on others. ”

Catherine O’Mahony, Director, On Q Recruitment

1 Introduction

Become aware of your own successful communication skills. Understand what skills you want and need to develop for more confident, effective communication

- Concepts of communication
- One way communication style - inform & direct
- Two way communication style - interact & advise
- Multiculturalism
- Introducing the Communications Iceberg - going beyond the tip of the iceberg to make a difference and create an impact

2 Questioning Techniques

Best practice questioning techniques to allow you to understand the real situation and avoid assumptions, miscommunication, conflict, dislike and resistance

- Review the contribution of successful pioneers
- Questioning styles and types
- Importance of open questions
- Effective questioning – guidelines
- Applying the Communications Iceberg techniques
- Checklist - guidelines for effective questioning

3 Listening Techniques

Become more confident, proactive and attentive in any given situation to achieve positive and valuable communication outcomes

- Importance of listening
- Barriers to effective listening
- Filters for active listening
- Effective listening – guidelines
- Checklist – guidelines for effective listening

4 Interview Techniques

Application of questioning and listening techniques in any given situation for maximum value and optimal relationship development

- Best practice interviewing skills
- Planning techniques
- Maintaining control with flexibility
- Note-taking
- Reflect understanding
- Efficiently and effectively addressing the next action – proposal, requirements document, report, business solution
- Checklist – guidelines for effective interviewing

5 Facilitation Techniques

Learn and apply the techniques applied by experts for constructive facilitation

- Understanding different personality preferences
- Understanding group dynamics
- Planning for successful facilitation
- Preparing the right facilitation environment
- Best practice facilitation techniques
- Using framing to start on a good note
- Enable complete group participation
- Collate input, create relevance & document output
- Checklist – guidelines for effective facilitation

6 Meeting/Teleconference Techniques

Understand the key techniques and adopt the skills to perform better in all meetings - internal and external

- Role of the chairperson
- Role of the participant
- Framing
- Maintaining control
- Maintaining interest and participation
- Capturing input
- Other issues - time zones, languages, etc
- Checklist - guidelines for effective meetings & teleconferences

7 Written Communication Techniques

Know why, how, when and where to apply different writing techniques for improved recipient response

- Understanding typical pitfalls & challenges
- Inappropriate use of technical jargon
- When it’s appropriate to use technical jargon
- Writing for the recipient
- Appropriate business writing formats
- Checklist - guidelines for effective business writing

8 Public Relations

Be empowered and confident to communicate to create positive perceptions and improve credibility

- Taking responsibility
- Creating personal credibility
- Positioning and promoting
- You
- Your services
- Your business/department
- Educate your expertise, externally
- Checklist – guidelines for effective PR

9 Presentation Techniques

Apply best practice techniques to efficiently prepare and deliver an effective confident, presentation

- Plan and structure your presentation
- Get undivided attention
- Sequencing – simple to complex
- Become comfortable using animation and theatrics to present your solution or recommendation
- Benefits, implications and consequences
- Concluding and commitment
- Checklist – guidelines for effective presentations

10 Case Study and Group Activity

Opportunity to rehearse these techniques with peers applied to a business situation

- Making it practical and second nature
- Continuous self-assessment & improvement

