



// 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

alc

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**Refer to website  
for current dates**

# 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 in-house requirements please call 0800 540 161 or email [learn@alctraining.co.nz](mailto:learn@alctraining.co.nz)

### 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.

[www.alctraining.co.nz](http://www.alctraining.co.nz)

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

# Communication(s) Excellence

## 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

# How Has Communication(s) Changed Since the 70s?

Science and technology continue to march on at a cracking pace, helping most of us to get more done and to receive more information, but not necessarily to understand more nor to be necessarily more efficient when being bombarded with more and more data:

- Today, information is often only written down or communicated once, with the onus for understanding then falling onto the receiver (employee)
- Organisations are thereby putting more pressure on their staff to know their own needs and select the correct media. Most people, however, will tend to re-use the same techniques and media they are already comfortable with – especially as they get busier
- No-one sends a letter any more, and even staff who work right next to each other will send an email rather than walk to the other's desk for a face-to-face discussion

- Communication now takes the form of shorter and shorter messages, with more and more people using text messaging or email rather than telephone calls rather than or face-to-face discussions. Most people will think "I'm too busy" rather than think about their intended audience and objectives.

Short text messages are fine for sending or receiving small amounts of information but they are also a prime device for hiding and avoiding. Do they help or hinder our understanding of what other people are really thinking and feeling? Do they help or hinder organisational effectiveness? How should we communicate when we are seeking to educate, influence, and gain commitment from someone – particularly someone who is not already or automatically disposed towards us or our thinking?

The **Communication(s) Excellence** training program has been specially commissioned to provide, in a concise 3-day format, a thorough coverage of the key communications skills needed for organisations in the 21st century.


HOW TO REGISTER	
1.	 Register Online <a href="http://www.alctraining.co.nz">www.alctraining.co.nz</a>
2.	 Send your details by email <a href="mailto:learn@alctraining.co.nz">learn@alctraining.co.nz</a>
3.	 Fax the Enrolment Form below to: <b>Fax: 09 353 1834</b>
4.	 Any queries please call Customer Service <b>Tel: 09 359 7404 or 0800 540 161</b>
5.	 Post the completed Enrolment Form to: <b>ALC Training NZ Limited</b> Level 31, Vero Centre 48 Shortland Street, Auckland 1140

COURSE DETAILS	
<b>FEES:</b> (per delegate) <b>NZ\$</b>	Communication(s) Excellence Refer to website
<b>VENUE:</b> The course will be held at a high quality centrally-located venue. Full details will be on your confirmation letter and can also be found on our web site.	
<b>COURSE INFORMATION:</b> The course is held from 8.30am to 5.30pm and registration is from 8.00am. Fees include lunch, refreshments and all course materials.	
<b>TERMS and GUARANTEE:</b> To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.	

**TEAM RATES**

Please contact ALC if you have teams of three or more to train

## ENROLMENT FORM - Communication(s) Excellence

 ALC Training NZ Limited is a leading provider of quality IT training for business and government in the Asia-Pacific region. ALC courses are held in Australia, Hong Kong, Malaysia, New Zealand and Singapore. ALC specialises in the three leading best-practice frameworks: ITIL for IT Service Management, PRINCE2 for Project Management and SABS for Security Management. ALC has no affiliations with vendors of software or hardware and provides completely independent unbiased education.

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