



“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Effective Communication

1.0 Introduction

2.0 Primary sources of information

2.1 Forms of communication

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2.3 Reference material

3.0 Communication environment

4.0 Characteristics of communication

5.0 Methods and processes for effective Communication

6.0 Telephone skills

7.0 Good communications at work

8.0 Performance counselling

9.0 Building morale

10.0 Summary

Purpose:

To be able to understand the behaviours, the environment and the needs for effective communications.

Aim:

To improve the ability to communicate effectively in the work environment.

Objectives:

As an outcome of completing this topic you will be able to:

- a. Identify the primary sources of information.
- b. Examine the communications environment.
- c. Study the characteristics of communication.
- d. Examine the processes for effective communication.
- e. Develop an understanding of good communications at work.

Introduction

Communication shapes relationships in society and equally in the work environment. What people have to say and how it is said has a significant impact on how people behave towards one another.

No business or organisation can function effectively without good communication. Therefore it is essential that managers and supervisors understand the communications environment, its characteristics, methods and the processes required for good communication.

When an organisation grows, the complexities for sound communication increase, along with the diversity of personalities of employees and the work environment itself. This places more pressure on managers to be aware of the changes taking place and how staff are responding to them.

Organisations that are experiencing communication problems are likely to find that these problems will manifest themselves in many ways. For example, information flow may be poor, personality conflicts could be high, important processes do not function efficiently, and the 'them and us' attitudes may be rife in the organisation.

Effective communication is a continuous learning process that needs to be recognised by all levels of management. Therefore managers must be pro-active in taking steps to improve their own, and the department or section's performance in both communicating internally and externally.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."