

Communicating with Impact

We spend 80% of our day communicating. However, 70% of workplace mistakes are caused by miscommunication.

This program will help you build strong relationships and ensure a solid foundation for two-way communication. Through listening and persuasive verbal and written messages you will be able to influence another person's behaviour.

Designed for you

This program is designed for people wishing to enhance their communication skills and maximise influence.

We offer this program in four 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- identify and overcome communication challenges
- adapt to different personality styles (DISC)
- listen to others to make sure you understand
- recognise and manage body language
- build trust and rapport
- give and receive effective feedback
- deliver short, persuasive verbal messages
- write concise and clear emails
- communicate with impact.

Virtual workshop

\$ 990 + GST

Electronic editable participant manual, Quick Reference Guide and PDF certificate included.

Dates

Four 3-hour sessions: 9.30am to 12.30pm (AEST)

- Tuesday 2, 9, 16 and 23 June 2020
- Tuesday 11, 18, 25 and 1 September 2020
- Thursday 22, 29 October, 5 and 12 November 2020

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Virtual workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

How to book

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our online booking form.

Tailored group training

Ask us how we will tailor this program to your organisation or team. Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.

