



When team members have strong interpersonal skills and high self-awareness, they are able to communicate openly and honestly. This allows them to confront differences, resolve conflicts and achieve common goals – making them more productive and free to focus on delivering superior results.

Organisations that build a climate in which people lead effectively and work well together have **higher engagement, more commitment, greater retention and improved performance.**

This course covers key concepts, techniques and skills to improve the way people communicate and interact with the people they supervise, fellow team members and customers.

Course content

The Emotionally Intelligent Communicator brings together four of our most engaging programs, each proven to deliver tangible workplace results:

- Developing Emotional Intelligence: the foundation for great interpersonal communication
- Assertiveness without Aggression: issues are raised without unhealthy conflict
- Constructive Workplace Conversations: handling the most difficult discussions positively
- Teams with Style: working effectively with a range of personalities

The Emotionally Intelligent Communicator can be delivered as a one or two day program. Each module is also available as an individual course.

The learning outcomes

This course is principally about interpersonal skills and communication. Participants will learn to be self-aware and to self-manage, how to interpret other people's behaviour and ways to communicate accurately. As a result, they will understand and relate to a broader range of people, and be more effective in everyday workplace situations such as giving and receiving feedback, presenting ideas, making decisions, solving problems and resolving conflicts.

This course is designed for anyone who works in or leads a team

The delivery of this course can be customised for the group being trained. It has been used successfully by workplace teams, front-line employees, people managers and supervisors.

The Real Learning Experience™

Web: www.reallearning.com.au

Phone: 1800 241 133 (Free Call)

Email: learn@reallearning.com.au