CDU Short Courses

Effective Communication

A 2 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION
The development and maintenance of relationships with colleagues and team members depends on an ability to communicate effectively. This course provides participants with a range of techniques and strategies that enables more effective and confident communication.

LEARNING OUTCOMES
Participants who complete this course should be able to:
• Understanding the communication process
• Identifying communication styles
• Communication barriers
• Demonstrating empathy
• Improving interactions with others
• Active listening and effective questioning skills
• Giving and receiving feedback
• Communicating in difficult situations
• Assertive communication

COURSE CONTENT
This course covers the following areas:
• Develop active listening techniques to enhance understanding and show empathy
• Develop behaviours to enhance working relationships
• Use effective questioning skills
• Identify and develop your personal communication style
• Give and receive appropriate feedback
• Use effective communication techniques to deal with difficult situations
• Identify barriers to effective communication

FOR MORE INFORMATION CONTACT
T. 08 8946 6065
E. shortcourses@cdu.edu.au
W. www.cdu.edu.au/shortcourses