



Australian
Institute of
Management

CDU Short Courses

EFFECTIVE COMMUNICATION

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

This short course explores the personal impact cycle, and the role that communication plays in perception. You will learn a range of proven communication techniques and strategies, allowing you to develop and maintain successful workplace relationships.

THIS COURSE IS RIGHT FOR YOU:

If you want to improve your personal communication skills to better express your thoughts, opinions and understanding to others in the workplace.

YOUR EMPLOYER WILL BENEFIT BECAUSE:

You'll be able to identify different communication styles, overcome communication barriers, express empathy, listen and ask questions more effectively, and give and receive meaningful feedback.

LEARNING OUTCOMES:

- Adopt behaviours to improve your personal impact
- Understand the role of culture, stereotypes and bias in communication
- Use active listening techniques to enhance understanding and show empathy
- Use effective questioning skills
- Identify and develop your personal communication style
- Give and receive appropriate feedback
- Use proven communication techniques to deal with difficult situations
- Break down barriers to effectively communicate

FOR MORE INFORMATION CONTACT

T. 08 8946 6065

E. shortcourses@cdu.edu.au

W. www.cdu.edu.au/business-government/short-courses