

# Powerful Communication Skills

## 1-day program

**Good communication skills are the most potent career and personal skills you can possess.**

HR professionals claim that more than 80% of the people who fail at their jobs do so for one reason – they don't relate well to other people.

This intense, 1-day workshop has been designed to teach you the interpersonal skills that really count. It will equip you with practical, proven skills that will make a positive difference to the way you communicate with others, and help you build better relationships with the important people in your life.

- Are you a manager, supervisor, team leader or team member?**
- Do you need to:**
  - Improve your understanding of the communication process and the barriers to communication
  - Understand your own communication style – and the styles of others
  - Communicate easily and effectively with other people
  - Improve your listening skills
  - Use powerful language and questioning techniques
  - Learn how to communicate assertively
  - Be able to read the non-verbals – the body language of the people you communicate with
  - Understand how to achieve win/win results when dealing with conflict and difficult situations

***Then this workshop is for you!***



**Jan Burnes** is a dynamic trainer and facilitator with over 25 years' hands-on experience in the areas of management and leadership

**By the end of this workshop you will be able to:**

- 'Fit in' quickly with any group of people
- Make a positive first impression on anyone
- Listen effectively and communicate assertively
- Express your ideas in ways that gain the attention, support and respect of others
- Enhance your personal and professional relationships
- Achieve win/win results while minimising conflict and reducing friction at work – and at home!



Ph: (02) 9267-5220 Fax (02) 9267-4202  
Email: [info@espeak.com.au](mailto:info@espeak.com.au)  
Website: [www.espeak.com.au](http://www.espeak.com.au)