

Communicating with Impact

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

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

Audience

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

Outcomes

Learn how to:

- Identify and overcome communication challenges
- Adapt their communication to personality styles
- Listen to others to make sure they understand
- Recognise and manage body language
- Build trust and rapport
- Give and receive effective feedback
- Craft short, clear and persuasive messages
- Communicate with impact.

Tailored group training - in-house or through virtual workshops

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.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

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 or start a 'chat' on our website 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.

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