ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COMMUNICATION AND INTERPERSONAL SKILLS

Communicating with Impact

Communicate clearly, build rapport and influence with confidence.

WHO IT'S FOR

Professionals at any level who want to communicate with more clarity and impact.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Adapt communication to different personality and behavioural styles
- Listen actively and ask questions that confirm understanding
- Build trust and rapport through words, tone and body language
- Deliver short, clear spoken messages that persuade
- Write clear, concise emails that get the right response
- Give and receive feedback constructively

ABOUT THIS PROGRAM

A request misread and work redone, an email that lands with the wrong tone, a meeting that ends with everyone holding a different view of what was agreed. Our communication skills training tackles the everyday moments where communication breaks down. Participants learn to adapt to different styles, listen to confirm understanding, build rapport, give feedback and write emails that get the right response. They practise on their own workplace situations, so clearer, more confident communication shows up straight away.

Tailored to your organisation

We build in your values, your terminology and the situations your people actually face, from customer emails to team meetings, so effective communication training feels like part of the job.

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Justine was absolutely lovely! The training was fun and informative and I feel like I learnt a lot!

Royal Victorian Eye and Ear Hospital – Victoria

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online