

Communication Skills

1 DAY Workshop

A training workshop to improve your ability to communicate.

INTENTION

The ability to communicate effectively is critical in the modern business world. Our customers are concerned with not only what we say but how we say it and what we really mean. We send a series of messages in any communication and unless we are aware of these we cannot be sure what the impact of our communication will be.

OVERVIEW

This program covers a range of communication styles and situations:

- Presenting the organisation in a positive way
- Using problem solving strategies
- Using communication skill to effectively interact with customers and clients
- Provide information and advice about products and/or services
- Face to face communication
- Body language
- Active listening skills
- Assertiveness strategies
- Questioning techniques
- Maintaining customer goodwill by dealing with the situation
- Using communication skills to effectively deal with difficult situations involving customers and/or clients
- Greeting customers
- Identify customers requirements
- Telephone manner/etiquette

IN HOUSE TRAINING

Communication Skills is typically run as an in- house workshop. Acorn meets with your organisation to assess your individual needs. Topics can be selected from the list above to customise a workshop to suit your organisation.

COURSE METHOD

Our trainers are specialists in their field. They have years of experience in customer service and sales roles. Acorn's trainers use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

Enrolment Form - Communication Skills

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip
Course date:
Time: 9.00 a.m. to 4.00 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation _____ Branch/Division _____
Address _____

Phone No _____ Fax No _____

Payment Details

Total price \$545 x _____ attendees = \$_____ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____
Expiry date _____

2. Invoice

Signed off by _____ Name _____

Address invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than 7 days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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