

## *Communication Skills*

### **One 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.

## SCHEDULE – Communication Skills

<b>9:00am</b>	<b>WELCOME AND ICEBREAKER</b>
<b>9.15am</b>	<p><b>This program covers a range of communication styles and situations:</b></p> <ul style="list-style-type: none"> <li>Presenting the organisation in a positive way</li> <li>Using problem solving strategies</li> <li>Using communication skill to effectively interact with customers and clients</li> </ul>
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	<ul style="list-style-type: none"> <li>Provide information and advice about products and/or services</li> <li>Face to face communication</li> <li>Body language</li> </ul>
<b>12.30pm</b>	<i>Lunch (30 minutes)</i>
<b>1.15pm</b>	<ul style="list-style-type: none"> <li>Active listening skills</li> <li>Assertiveness strategies</li> <li>Questioning techniques</li> <li>Maintaining customer goodwill by dealing with the situation</li> </ul>
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3.15pm</b>	<ul style="list-style-type: none"> <li>Using communication skills to effectively deal with difficult situations involving customers and/or clients</li> <li>Greeting customers</li> <li>Identify customers requirements</li> <li>Telephone manner/etiquette</li> </ul>
<b>4.30pm</b>	<b>How to implement what we've learned. / Feedback/Close</b>
<b>5:00pm</b>	<b>Finish</b>

## Enrolment Form - Communication Skills

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

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

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		

<b>Organisation</b>	
<b>Branch/Division</b>	
<b>Address</b>	
<b>Phone #</b>	
<b>Fax #</b>	

### **Payment Details**

Total price \$595 x \_\_\_\_\_ attendees = \$\_\_\_\_\_ \$545 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 \_\_\_\_\_

Email invoice to: \_\_\_\_\_

**Terms:** Payment is due on or before the day of the course. Cancellation is accepted more than seven 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.

**Ph: 02 6217 7000      Fax: 02 6217 7001      ABN 34073999185**  
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