

COMMUNICATION SKILLS

In-Council Training

LGMA's extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of individuals and teams within council.

Overview

Effective communication is the process of delivering messages to a target audience in a way that guarantees satisfactory reception and understanding. If the communication is effective, both the sender and receiver will share the same information at the end of the process. Sounds simple, doesn't it!

In the workplace, effective communication is an integral element of a council's success; it enhances relationships across departments and with community members and it increases employee engagement and the overall effectiveness of a team. Equip your team with the confidence to improve workplace and community relationships by actively enhancing their communication skills and abilities.

Discover how to

- ✓ Improve non-verbal communication
- ✓ Clarify and summarise understanding
- ✓ Practise and further develop self-awareness
- ✓ Plan and practise having successful conversations
- ✓ Be precise and succinct with written communication
- ✓ Listen intently, be curious and manage assumptions
- ✓ Adapt your communication style to particular people and situations

Content

The Communication Skills training can be tailored to specific requirements. Generally, the content would include topics such as:

- 1 Active listening and being present
- 2 **Self-awareness and emotional intelligence***
- 3 **Personalities in the workplace and behaviours***
- 4 **The Ladder of Inference***
- 5 Verbal, non-verbal, and written communication
- 6 Developing trust and rapport
- 7 Asking open, meaningful questions
- 8 **Providing and receiving feedback ***
- 9 How to seek clarity and understanding by summarising understanding
- 10 How to have those difficult conversations with empathy and respect

*Optional inclusions

Key Details

- Course duration: 4 hours up to 2-day workshop (depending on inclusions)
- Delivery mode: Face-to-face in your council
- No. Participants: Up to 24 participants
- Enquiries: support@lgmaqlld.org.au