

Communication Skills

One on One (1/2 day), Small or Large Groups (1/2 to 1 day)

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

9:00am	WELCOME AND ICEBREAKER
9.15am	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
10:30am	<i>Morning Tea (15 Minutes)</i>
10.45am	Provide information and advice about products and/or services Face to face communication Body language
12.30pm	<i>Lunch (30 minutes)</i>
1.15pm	Active listening skills Assertiveness strategies Questioning techniques Maintaining customer goodwill by dealing with the situation
3:00pm	<i>Afternoon Tea (15 Minutes)</i>
3.15pm	Using communication skills to effectively deal with difficult situations involving customers and/or clients Greeting customers Identify customers requirements Telephone manner/etiquette
4.30pm	How to implement what we've learned. / Feedback/Close
5:00pm	Finish



Enrolment Form – Communication Skills

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

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 session.