



# Communication Strategies

60 minutes

## *Clear and connected communication to reduce conflict*

**Course Overview:** In this fast-paced and increasingly uncertain world, we need effective and easy processes for problem solving, growing emotional intelligence and building resilience. This translates into more cohesive, happier and peaceful workplace cultures.

- How to improve communication and create healthy relationships
- Strategies to minimise conflict
- How to maintain connection and resolve conflict peacefully
- The importance of making clear requests vs demands
- The benefit of connecting with your needs and understanding the needs of others

This 60-minute interactive training covers some key strategies that can be used for healthier relating.

Also included:

- Confidential pre course interview (this will assist in contextualising content)
- Confidential post course survey (providing invaluable feedback from workers)
- Post course report from the Facilitator providing feedback and recommendations
- Certificate of course delivery and attendance record as evidence of training

### Communication Strategies:

- Self-regulation and personal responsibility
- What lies beneath people's behaviour that we might be reacting to
- Empathy - what is it? how do we do it?
- Real life applications

### Participants of this course receive:

- Course workbook
- 4-week follow up email series to review and encourage further practice

Our accredited Mental Health First Aiders are aware of the scope of mental health concerns being faced in these times. Our trainers are professional, relatable and passionate about what we are offering.