

ESS Communication Excellence

Duration 2 hours – no breaks

Maximum 25 attendees*

Content Overview

For ESS to lower stress, increase productivity and have greater levels of job satisfaction, they need to be master communicators but (like most of the population), not many ESS know how to assess and when to adjust their communication style.

Being able to speak is only a small part of being an effective communicator.

This session provides ESS with the opportunity to brush up their face to face and telephone communication skills through a focus on verbal and no-verbal communication techniques. Attendees will leave with strategies they can implement immediately so they can minimise communication mistakes, build rapport and represent the School professionally.

- **The Changes** How communication in the workplace has evolved and why choosing the right communication method can save time and gain respect.
- **The Stats** How humans communicate attitudes and feelings face to face and over the phone and how to use self-awareness to improve your communication style.
- **Action** 4 steps to active listening and 3 ways to improve face to face and telephone communication today.

Outcomes

- **Clarity** Why words have low impact on how people assess staff and the School
- **Confidence** To identify & adjust communication so a reputation of excellent is achieved.
- **Actions** Practical actions attendees can implement immediately.

Inclusions

- **Key Slides and Handouts** for reference and use post session

Our Requirements

- ✓ **Copy of School Goals** - Values, Mission, and/or Vision Statements
- ✓ **Venue** with resources for a PowerPoint presentation
- ✓ **Refreshments** are at your discretion and cost

COST \$1,950 + gst

**If you have more than 25 attendees, please contact us for a tailored quote.*

