

## COMMUNICATION ESSENTIALS

Designed for anyone who wishes to develop or enhance essential communication skills required to influence others and work in a team effectively.

### COURSE OVERVIEW

Participants will gain invaluable experience and build the confidence to deal with typical interactions, issues and personalities. They will learn and develop the fundamental communication and interpersonal skills required to be an effective contributing team member. Participants will gain an insight into their individual strengths, weaknesses and identify the critical areas of development necessary to set them on a path to a successful career.

### LEARNING OUTCOMES

Communications Essentials course participants will:

- Develop new consultative and communication skills and techniques;
- Enhance their ability to build rapport, engage, influence and provide feedback;
- Learn and apply verbal and non-verbal communication skills to achieve better outcomes;
- Conduct more productive and effective meetings;
- Develop an awareness of their own communication and leadership styles; and
- Identify their individual development areas.

### SIMULATION SESSIONS

#### FIRST IMPRESSIONS

Gain a better understanding of how effective communication skills can be used to change attitudes and behaviours.

#### THE POWER OF COMMUNICATION

Deal with a variety of stakeholders and learn how different communication styles can greatly impact on the outcomes achieved.

#### ACHIEVING QUALITY OUTCOMES

Use effective communication techniques to negotiate, engage, empower and influence stakeholders in everyday site issues.

#### HERE TO HELP

Learn the fundamental skills required to deal with different personalities, agendas, complaints and conflict resolution at the workforce and stakeholder level.

## HOW WILL I LEARN?

This course is delivered utilising our unique combination of classroom style learning, feedback workshops and a simulated building site. Participants assume a site leadership role and are given the opportunity to practice and apply newly learnt skills and knowledge when confronted with everyday challenges and personalities experienced on site.

Learning is reinforced and enhanced in our simulation sessions with a team of highly trained specialist actors. Participants are given the opportunity to negotiate, problem solve, communicate and provide direction to site personnel, management and subcontractors.

In our safe learning environment, participants will be challenged to demonstrate effective consultation and communication techniques, the ability to motivate others and become influential leaders for your organisation.

## DEBRIEFING SESSIONS

Each simulation is monitored by a team of trained observers and followed by a facilitated debriefing session. Here participants are able to exchange their experiences and individual feedback is provided by the observers.

Participants discover that there are many ways to approach each interaction or challenge and how their actions influence onsite outcomes. Participants will become aware of their development areas having the opportunity to practice, refine and ultimately implement onsite.

BLSC participants will develop the skills to effectively reason and problem solve, consult for more effective outcomes and motivate others to work safer and more productively for your organisation.

## ENROLMENT DETAILS

Duration: 1 day  
Date: 24 July 2020      2 October 2020

Cost (inc. GST):  
\$1025 – Master Builders Member  
\$685 – Master Builders Member & Incolink Contributor  
\$895 – Non- Member/Incolink Contributor  
\$1220 – Non-Member

To make a booking please call 9411 8000 or book online at [blsc.com.au](http://blsc.com.au)