

Short Course Modules – Cohort 6

Module 4. – Communication Skills

Course Description

This stand alone unit provides an introduction to the basic principles for effective Communications and their application to the management process within corporate enterprises. Topics covered include:

- The “3 Level Model” of Communication,
- Assessment of Personal Communication Style,
- Review of MBTI Profile and Work Place Communication,
- Effective Communication Skills – Listening, Questioning, Coaching,
- Emotional Intelligence,
- Using Emotional Intelligence to Strengthen your Team,
- The 4 step Feedback process.

The module includes the preparation of a Personal Action Plan.

Learning Outcomes

By the end of this module the participants will be able to use appropriate communication styles for workplace situations. Participants should be able to

- Understand how personality type affects communication style and identify areas where they can improve their communication style,
- Develop skills for effective communication in listening, questioning and influencing,
- Understand how emotions affect behaviour and develop ways to manage emotions and respond positively to situations,
- Develop the skills to give constructive feedback to maintain performance.

Tutors

Saranya Tarrant

Saranya is an independent Training Consultant and qualified expert in MBTI training and assessment. She has deep and specific knowledge of the New Zealand construction sector. Previously Saranya worked in training and development in the UK and New Zealand.

Paula Feathers

Paula has been designing and facilitating management and leadership programmes for the past 20 years. Prior to that she was Head of Training and Development for a multinational oil company in Scotland where she managed a team of professionals.

Industry Leader Guest Lecture

Tristan Ilich – Development Manager Asia Pacific - Aurecon Group

Tristan brings his Asia Pacific technology experience to his present industry knowledge from his role as Aurecon’s Auckland manager. Tristan will focus on effectively improving communication skills to influence and lead decision making.

Attendance Details

08:30am to 5.00pm – 27th Aug. 2010, with refreshments.

In conjunction with and hosted by NZIM - 4th Floor - Philip Fox Twrs. 209 Queen St. Akl.

Investment: \$700 + GST.

End

Modules from the Diploma in Managerial Excellence in Construction & Engineering (DipMEEC – NZQA Lvl. 6)

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