

Professional Communication Skills – Behavioural Styles



Duration

0.5 or 1 day

Group Size

Maximum 12 participants

Who Should Attend

Business Professionals

Program Outcomes

- More success through your people – through their increased ability to engage with others
- Enhanced ability to influence others, leading to more business for your organisation
- More teamwork internally, meaning greater productivity
- Higher morale as individuals have a greater appreciation for each other, meaning greater staff retention

Business Challenge

Every individual in your team has a differing behavioural style, viewing the world from different perspectives. This can cause conflict and misunderstanding impacting both internal and external customer relationships.

To enhance relationships and ensure greater understanding of others it's critical to gain insights of different behavioural styles. This empowers individuals to develop more productive relationships with greater confidence.

Program Overview

This practical workshop is designed for all those who wish to influence and achieve successful outcomes and enhance their business communication.

The program enables personal insights to individual behavioural styles and also provides an understanding of others and how best to adapt and increase communication flexibility. The content is delivered through the application of various activities to apply the learning to relevant workplace relationships and scenarios.

"Regardless of the country, city, or language Synergy delivers the same consistent first class service to us, helping our teams maintain their world-leading position.

VP Sales, IT Software Company

"The Synergy Group developed the course content to specification and managed the delivery and facilitation in a very professional manner. The management team were very complimentary of the program and they look forward to the next phase with their teams going forward."

Sales Director, IT Services Company

More Information

02 9238 6633

info@thesynergygroup.com.au

Key Components

- Identifying personal communication style through a brief questionnaire
- Understanding personal communication strengths and development areas
- Recognise different communication styles and developing flexibility when communicating
- How to apply strategies to enhance communication with different styles to build stronger relationships

Research & Approach

The Synergy research team is regularly applying learning from the Synergy analysis engine, together with the latest approaches and techniques to enhance its content and methodologies.

The program approach enables participants to utilise their own workplace scenarios to allow them to apply the behavioural communication skills and behaviours throughout the workshop.

The Results

As a result of attending this program, business professionals will be equipped to:

- Build stronger relationships through behavioural communication flexibility
- Improve customer service skills by increasing understanding of how to communicate with different styles
- Ease frustrations and interpersonal conflict
- Improve personal diversity awareness and recognition
- Increase bottom line productivity and business results through greater clarity when communicating with different styles