



## Communication in the Workplace

### Course Overview

This course is designed to help develop the necessary communication skills required when working in the Resources Sector. Communication to and from, within a variety of different working scenarios, is established and discussed.

### Target Audience

This workshop is recommended for all new and existing supervisors and line managers, training officers, office administration staff and especially staff working a FIFO roster.

### Learning Outcomes

- On completion of the training course the participants should be able to:
- Define the communication process
- List sources of communication
- Identify and define barriers to effective communication
- Demonstrate effective communication through toolbox meetings
- Define the communication process to/from remote locations and when working a FIFO roster
- Demonstrate positive communication;
- Define the communication process within an organisation (including delegation of tasks);
- State and demonstrate communication skills when working in a diverse workforce; and
- Demonstrate effective feedback

### Other courses available in this area:

- Essential Skills for Supervisors
- Conflict Management
- Giving and Receiving Feedback
- Time Management