

“ The single biggest problem in communication is the illusion that it has taken place. ”

Business Communication Courses

Business Communication Courses

- Active Listening Training-The secret of great communicators!
- Business Etiquette Training Course
- Business Writing Course
- Communication Skills Training Course
- Conflict Resolution Training
- Creative Problem Solving Training
- Email Etiquette Training
- Meeting Management Course
- Negotiation Training
- Professional Telephone Skills Course
- Public Speaking Training
- Emotional Intelligence (EQ)
- Writing Winning Proposals Training Course
- Communicating Across Cultures Training Course
- Body Language Training
- Think on Your Feet® (2-days)
- Minute-taking Training Course
- Managing Difficult Conversations
- Team Communication Course
- Telework and Telecommuting Training
- Delivering Constructive Criticism Training

Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You

Public Class Participant - Time Management



Learn to Communicate Effectively Across All Levels of Business

Professional Development Training has a specialised division of Business Communication experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs.

Our extensive curriculum in Business Communication, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Business Communication courses.

pd training will exceed your expectations and help you achieve the results you are seeking.

In-House Training

Public Courses

In-House Training Benefits:

- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

Tailored Delivery – Standard

We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

Expert Trainers

"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

Scheduling & Times:

Classes run from 9:00am - 4:30pm each day

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

Practical & Real - Activities tailored to you...

Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

Fun & Relaxed - Laugh while you learn...

Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training
Accessible



World Leading
Reinforcement
Framework

Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



Active listening is the key to effective communication.

In this Active Listening training course you will learn how to listen, understand and then respond. Using these techniques you will become a more effective communicator in all situations.

Pd training's active listening training course is available now in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Active Listening Training-The secret of great communicators! Course Outline

Foreword:

Effective listening is actively absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide practical skills and knowledge that you will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

Outcomes:

In this course participants will:

- Engage more effectively through actively listening
- Understand the difference between 'hearing' and 'listening'
- Learn the techniques to listen actively
- Increase their awareness of communication behaviours
- Understand how emotions effect their ability to listen
- Learn to paraphrase and restate for clarification
- Be able to manage and encourage constructive collaboration

Active Listening Training Course - Lesson 1

How Well do you Actively Listen?

- Let's test your active listening ability
- Why are you not listening to me?
- Our inner voice-over rule

Active Listening Training Course - Lesson 2

What affects Listening?

- The role of the speaker
- The role of the listener
- Reading non-verbal communication
- Using questioning skills
- Feedback

Active Listening Training Course - Lesson 3

Determine your Communication Behaviours

- Establish your behavioural style in different situations
- Do you give up or bulldoze through?
- But isn't your way right?

Active Listening Training Course - Lesson 4

High Emotion - Low Intelligence

- So what does it mean when I become emotional?
- How does it affect my listening skills?
- How does it affect the listening skills of others?

Active Listening Training Course - Lesson 5

Steps to Improve your Active Listening

- Learn to live in the moment
- Learn to like/love/gain respect
- Listening is also interpreting

Active Listening Training Course - Lesson 6

Tips and Tricks to Manage a Brainstorming Environment

- Stay in control
- Generate better ideas through collaboration



Business Etiquette & Professional Conduct

The pd training Business Etiquette training course will align your staff's understanding of professionalism with the desired expectations of your company. As participants your staff will conduct themselves more professionally, communicate more effectively, acquiring the tools to create that all important first impression.

Business etiquette training courses are available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Business Etiquette Training Course Course Outline

Foreword:

Business etiquette has never been more important. Traditional structures and communication is changing, however etiquette and professionalism are still important within the business and with external clients.

Outcomes:

In this course participants will:

- Understand what etiquette is and why it's important
- Learn how to introduce yourself professionally
- Understand the "3 C's" and how to use them to create a good first impression
- Learn tools to assist and minimise nervousness
- Use techniques to master name memorisation
- Know the "4 levels of conversation"
- Learn to conduct yourself professionally
- Understand appropriate etiquette for open plan and cubicle environments
- Know what not to do in a meeting
- Acquire the fundamentals of email etiquette

Business Etiquette Training Course - Lesson 1

Networking for Success

- Creating an Effective Introduction
- Making a Great First Impression
- Minimising Nervousness
- Using Business Cards Effectively
- Remembering Names

Business Etiquette Training Course - Lesson 2

Professional Introductions

- The three-step process
- The four levels of conversation
- The Handshake

Business Etiquette Training Course - Lesson 3

Professional Office Conduct

- Open Plan and Cubicle environments
- Working out of the office
- Eating at Work
- Meeting Do's and Don'ts

Business Etiquette Training Course - Lesson 4

Business Email Etiquette

- Professionalism & emails
- Proper and improper use for forwarding and CC
- Grammar, flaming and netiquette
- Top 5 technology tips

Business Etiquette Training Course - Lesson 5

Business E-Mail Etiquette

- Addressing your Message
- Grammar and Acronyms
- Top Five Technology Tips

Business Etiquette Training Course - Lesson 6

Eating Out

- Ordering in a Restaurant
- About Alcoholic Beverages
- Paying the Bill
- Tipping

Business Etiquette Training Course - Lesson 7

Telephone Etiquette

- Developing an Appropriate Greeting
- Dealing with Voice Mail
- Mobile Phone Do's and Don'ts

Business Etiquette Training Course - Lesson 8

The Written Letter

- Thank You Notes
- Formal Letters
- Informal Letters

Business Etiquette Training Course - Lesson 9

Dressing for Success

- The Meaning of Colours
- Interpreting Common Dress Codes
- Deciding what to Wear

Business Etiquette Training Course - Lesson 10

International Etiquette

- General Rules
- Important Points
- Preparation Tips



This Professional Business Writing Training Course provides participants with techniques to structure a diverse range of business documents for greater clarity and impact.

This Business Writing Course will benefit people at all levels across the organisation. This course has a strong focus on writing effective email and other business documents for better readability ensuring messages are communicated concisely and clearly.

Professional Business Writing training is great for all staff and more fun than you think, so join a class today or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Business Writing Course Course Outline

Foreword:

Writing is a key method of communication in personal and professional life and for many it is a skill that requires focus, training and practice. In this Professional Business Writing Training Course participants will refresh some fundamentals such as spelling, grammar, and punctuation.

People will also learn how to approach most common business documents including emails, proposals, reports and agendas providing that extra level of professionalism with internal and external communications.

Outcomes:

In this course participants will:

- Gain a better understanding of common spelling & grammar issues in business writing
- Review basic concepts in sentence & paragraph construction
- Learn to use email professionally & effectively
- Learn how to write agendas, email messages and business letters
- Understand the key elements of a great written proposal
- Master techniques for improved proofreading skills
- Learn how peer reviews can help improve business writing skills
- Gain an understanding of printing and publishing guidelines

Business Writing Training Course - Lesson 1

Writing with Professional Impact

- Spelling
- Grammar
- Creating a Cheat Sheet

Business Writing Training Course - Lesson 3

Creating Paragraphs with Persuasive Power

- The Basic Parts
- Organisation Methods

Business Writing Training Course - Lesson 5

Professional Email and Email Etiquette

- Addressing Your Message
- Appropriate and effective use of 'Urgent'
- Make the most of your prime email-estate
- Introduction – Body – Conclusion
- Effective Subject lines: Don't make me open the email to find out the purpose
- Don't make me scroll! - 1 page view only
- Don't make me translate your sloppy language
- Don't make me read redundant words
- 2 – 3 lines per paragraph
- Salutation
- Signoff and Signature
- Corporate Communications Taglines
- Using 'Draft'
- Using 'Time Delays'
- Grammar and Acronyms
- Email Style
- Choosing a Style
- Writing the Email

Business Writing Training Course - Lesson 7

Writing Proposals

- The Basic Structure
- The key elements to a great proposal
- What to leave out

Business Writing Training Course - Lesson 9

Other Types of Documents

- Requests for Proposals
- Projections
- Executive Summaries
- Business Cases

Business Writing Training Course - Lesson 2

Structuring Sentences for Effectiveness and Readability

- Parts of a Sentence
- Punctuation
- Types of Sentences

Business Writing Training Course - Lesson 4

Writing Meeting Agendas

- The Basic Structure
- Choosing a Format
- Writing the Agenda

Business Writing Training Course - Lesson 6

Writing Business Letters

- The Basic Structure
- Choosing a Format
- Writing the Letter

Business Writing Training Course - Lesson 8

Writing Reports

- The Basic Structure
- The key elements to a report
- Using Tables Graphs and Imagery
- Common mistakes

Business Writing Training Course - Lesson 10

Proofreading and Finishing - Avoid the Cringe

- A Proofreading Primer
- How Peer Review can help
- Printing and Publishing



The ability to communicate effectively can have a profound effect on your personal and professional life. This communication skills training course provides you with practical, effective tools to enable clear and effective communication in all situations.

This engaging and highly practical training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth.

Communication Skills Training Course Course Outline

Foreword:

This communications training course helps people communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life. Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

Outcomes:

In this course, participants will:

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Learn to recognise other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilise tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools

Communication Skills Training Course - Lesson 1

Getting to know yourself - CHOIce

- What is your personality type?
- What are your communication preferences?
- What are your communication tendencies?

Communication Skills Training Course - Lesson 3

Making allowance for others CHOIce and circumstance

- Consider your approach:
 - What is the receiver's CHOIce?
 - What type of message are you delivering?
 - Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?
- Develop strategies for future application

Communication Skills Training Course - Lesson 5

Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Communication Skills Training Course - Lesson 7

Speaking Like a S.T.A.R.

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

Communication Skills Training Course - Lesson 9

Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Communication Skills Training Course - Lesson 11

Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Communication Skills Training Course - Lesson 2

Understanding others - CHOIce

- What other personality types are out there?
- What are their communication preferences?
- What are their communication tendencies?

Communication Skills Training Course - Lesson 4

Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Communication Skills Training Course - Lesson 6

Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Communication Skills Training Course - Lesson 8

Active Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Communication Skills Training Course - Lesson 10

Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Communication Skills Training Course - Lesson 12

Conversational Psychology

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

Conflict Resolution



Conflict in human relationships, even good relationships, is inevitable. Learning how to manage conflict is a key skill for anyone that works in a team, interfaces with customers or has a supervisory role. This Conflict Resolution Training Course empowers participants with the techniques to identify the source of conflict and to manage and resolve conflict quickly with professionalism. Join a Conflict Resolution Training Class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Conflict Resolution Training Course Outline

Foreword:

Conflict is the result of people having differing needs, opinions, expectations and importantly different perspectives. The reality of conflict is that in any human relationship it is inevitable, if handled well, conflict provides a powerful avenue for significant growth.

Conflict resolution involves recognising and managing the particular conflict. This is an essential part of building emotional intelligence, and nurturing relationships. Poorly handled conflict can affect both the employees and the clients thereby impacting the company's bottom-line. To maintain your competitive advantage, you need the entire organisation to focus on developing conflict resolution strategies to quickly and effectively resolve conflict, while building trust and commitment with clients and colleagues.

This **Conflict Resolution Training Course** provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations. We have, after much research, decided to focus on the Win-Win Approach using the three critical skills of conflict resolution – Negotiation, Assertiveness and Persuasion. These skills will enable the participants to develop conflict resolution strategies for quickly and effectively recognising, resolving and preventing conflict.

Outcomes:

In this course participants will:

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Learn to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

- Conflict Resolution Training Course - Lesson 1
An Introduction to Conflict Resolution
- What is Conflict?
 - What is Conflict Resolution?
 - Understanding the Conflict Resolution Process

- Conflict Resolution Training Course - Lesson 2
Conflict Resolution with the Thomas-Kilmann Instrument
- Collaborating
 - Competing
 - Compromising
 - Accommodating
 - Avoiding

- Conflict Resolution Training Course - Lesson 3
Creating an Effective Atmosphere
- Neutralising Emotions
 - Setting Ground Rules
 - Choosing the Time and Place

- Conflict Resolution Training Course - Lesson 4
Creating Mutual Understanding
- What do I Want?
 - What do They Want?
 - What do We Want?

- Conflict Resolution Training Course - Lesson 5
Focusing on Individual Needs
- Finding Common Ground
 - Building Positive Energy and Goodwill
 - Strengthening your Partnership

- Conflict Resolution Training Course - Lesson 6
Getting to the Root Cause
- Examining Root Cause
 - Creating a Cause and Effect Diagram
 - The Importance of Forgiveness
 - Identifying the Benefits of Resolution

- Conflict Resolution Training Course - Lesson 7
Generating Options
- Generate, don't Evaluate
 - Creating Mutual Gain Options and Multiple Option Solutions
 - Digging Deeper into your Options

- Conflict Resolution Training Course - Lesson 8
Building a Solution
- Creating Criteria
 - Creating a Shortlist
 - Choosing a Solution
 - Building a Plan

- Conflict Resolution Training Course - Lesson 9
The Short Version of the Process
- Evaluating the Situation
 - Choosing your Steps
 - Creating an Action Plan
 - Using Individual Process Steps

- Conflict Resolution Training Course - Lesson 10
Additional Tools
- Stress and Anger Management Techniques
 - The Agreement Frame
 - Asking Open Questions



"Learn to become part of the solution."

This Creative Problem Solving training course will provide participants with a complete and practical understanding of the steps involved to analyse, discover and solve problems in the workplace.

Join a Creative Problem Solving training class today, or have a trainer come to your workplace in Brisbane, Sydney, Parramatta, Melbourne, Canberra, Adelaide or Perth.

Creative Problem Solving Training Course Outline

Foreword:

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

This Creative Problem Solving workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day.

Outcomes:

In this course participants will:

- Understand the complete process of creatively solving a problem.
- Learn some key questions to ask when gathering information about a problem
- Take home tools to effectively determine what 'the problem is'
- Learn to write concrete problem statements
- Discover idea-generating tools like affinity diagrams, word chaining, the box method, the six thinking hats & the blink method
- Learn to evaluate potential solutions against specific criteria like a cost/benefit analysis or group voting
- Learn to perform a final problem analysis and then select a solution
- Understand the why's & how's of refining & re-refining a solution shortlist
- Learn how to identify the tasks & resources necessary to implement a solution
- Understand how to evaluate & adapt solutions to reality

Creative Problem Solving Training Course - Lesson 1

The Problem-Solving Method

- Introduction to Six-Step Process
- Problem Definition
- Information Gathering
- Generating Possible Solutions
- Analysing the Solutions
- Selecting the Best Solution(s)
- Planning the Next Course of Action

Creative Problem Solving Training Course - Lesson 2

Problem Definition

- Identifying the Problem
- PAG vs. PAU
- Determining the Scope
- Writing the Problem Statement

Creative Problem Solving Training Course - Lesson 3

Information Gathering

- Understanding Types of Information
- Identifying Key Questions
- Developing Criteria

Creative Problem Solving Training Course - Lesson 4

Brainstorming Basics

- Creating a Creative Space
- Setting the Ground Rules
- Generating Ideas

Creative Problem Solving Training Course - Lesson 6

Generating Solutions - Part Two

- Using the Box Method
- Using the Six Thinking Hats
- Using the Blink Method

Creative Problem Solving Training Course - Lesson 5

Generating Solutions - Part One

- Logistical Solutions
- Using Affinity Diagrams
- Word Chaining

Creative Problem Solving Training Course - Lesson 7

Evaluating Solutions

- Developing Criteria
- Using Cost/Benefit Analysis
- Group Voting

Creative Problem Solving Training Course - Lesson 8

Selecting a Solution

- Doing a Final Analysis
- Facts vs. Intuition
- Refining and Re-Refining the Shortlist

Creative Problem Solving Training Course - Lesson 9

Planning your Next Steps

- Identifying Tasks
- Identifying Resources
- Evaluating and Adapting

Creative Problem Solving Training Course - Lesson 10

Recording Lessons Learned

- Planning the Follow-up Meetings
- Celebrating Successes
- Identifying Improvements



In this age of technology, email is the preferred and often most efficient form of communication, yet many organisations overlook this very important form of business communication.

This Email Etiquette training course from pdtraining, provides participants with the skills and techniques necessary for managing emails and writing professionally with effective email structures.

This exciting training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Email Etiquette Training Course Outline

Foreword:

A new international workplace survey (2007) has found that 83% of Australians use email, Internet, or both while at work and most are convinced it makes them more productive.

The survey by global recruitment agency, Kelly Services, found that the use of online communications has extended across most of the workforce with only 9% using neither email nor Internet. Both men and women were equally enthusiastic users of email and the Internet and those in the 25-54 year old age bracket were intensive users.

The survey highlights the pervasive use of online tools in the workplace and there is little doubt that online technologies have transformed the way business operates. With this growing trend in modern business communication within Australia, the explosion of unnecessary and time-wasting emails was one of the biggest sources of complaint. Some 35% of workers said they received high levels of emails that were either time wasting or unnecessary. This evidently points to the volume of emails that are directed to people without a clear purpose.

There was widespread acceptance that the technology has a positive impact on the quality of work. However, like any tool, it is important that managers take time to provide the training and support to enable staff to effectively integrate online tools into their daily work routine, and gain maximum benefit.

In an increasingly knowledge-based economy, it is critical that information is widely accessible and able to be utilised effectively in the workplace. It is also vital that organisations develop policies to guide employees on the correct use of online communications. These should cover issues such as privacy, personal use, monitoring, downloading of content, access by third parties and illegal use of the Internet.

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Outcomes:

- Develop a heightened awareness of the potential perils of digital communication
- Master effective email structures to achieve clarity and successful communication
- Learn to write for the reader, starting with effective subject lines
- Make the most of 'email estate'
- Carefully consider the email recipients
- Learn to work within principles or 'rules of thumb' to ensure professional, clear & effective emails
- Perfect grammar because it matters
- Format messages for readability
- Learn to write professionally and brand Broadcast emails
- Learn to avoid senders regret by proof reading
- Understand 'netiquette'
- Master the inbox using some core principles and email functions

Email Etiquette Training Course - Lesson 1

Introduction

- Evaluate your Email usage
- Workshop Objectives

Email Etiquette Training Course - Lesson 2

Introduction to Email Etiquette

- Email is never secure
- Big brother may be reading over your electronic shoulder
- Productivity is lost when cyber-slackers log on
- Email misuse and abuse may get you fired
- Email can be embarrassing
- Email abuse impacts revenues and also reputations
- Email is easily misinterpreted

Email Etiquette Training Course - Lesson 3

Create Structure for Success

- Forward-To-CC-BCC
- Urgent
- ! High Importance Low Importance
- Subject
- Salutation
- Introduction – Body – Conclusion
- Signature
- Draft
- Time Delays

Email Etiquette Training Course - Lesson 4

Rules of Thumb

- Effective Subject lines: Tell me up front what you want from me
- 1 page view only
- Average 15 words per sentence
- As short as possible – no extra words
- 2 – 3 lines per paragraph

Email Etiquette Training Course - Lesson 5

Grammar Perfect

- Using spellchecker
- Check for simple sentences
- Use the Active Voice
- Use of punctuation
- Use of emoticons
- Use of text talk

Email Etiquette Training Course - Lesson 6

Formatting your Email Message

- Email Style
- Writing the Email
- Selecting your format settings
- Choose the Right Font
- Select Appropriate Colours
- Enhancing Readability
- Resist the urge to use All Upper – or Lowercase Letters
- Arranging Text into Vertical Lists
- Sending Attachments with Care

Email Etiquette Training Course - Lesson 7

Broadcast Emails

- Branding
- Importance of Branding and consistent subject headings

Email Etiquette Training Course - Lesson 8

Proofreading Does Pay

- A Proofreading Primer
- How Peer Review Can Help

Email Etiquette Training Course - Lesson 9

Polishing Your Cybermanners

- Watch your Cyberlanguage
- Avoiding Sexist Language
- Set the Right Tone
- Dodging Conversational Pitfalls
- Extinguishing Flames

Email Etiquette Training Course - Lesson 10

Netiquette Guidelines

- Reviewing Netiquette Guidelines
- Netiquette Guidelines for Managers

Email Etiquette Training Course - Lesson 11

Managing Email Overload

- Controlling your Inbox Clutter

Email Etiquette Training Course - Lesson 12

Examples

- The Good
- The Bad
- The Ugly



Australian businesses spend \$19bn per year on meetings and most meeting attendees spend their time daydreaming and even snoozing.

Learn how to gain accountability, manage the participants, handle disruptions and ensure outcomes and follow-through with this *Meeting Management* course from pdtraining.

This effective training course is available now in Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Meeting Management Course Course Outline

Foreword:

An Australian University study has shown that companies are wasting huge amounts of money on inefficient meetings. The study conducted by the University of South Australia discovered that one in three workers admitted to falling asleep in meetings while 87% said they daydream and 26% said they did other work.

Professor Terry Robbins-Jones, head of the University's School of Accounting and Information Systems says face-to-face meetings are costing Australian businesses a whopping A\$19bn a year. "People spend well over 50% of their time working with other people - making it the single most expensive activity in the business world - and yet we know nothing about it," he said.

"Bearing in mind that collaboration - including the time spent in face-to-face meetings - probably accounts for well over half the total costs of any organisation, companies should be thinking about having a budget for it or monitoring how effectively it operates," he added. The University of South Australia study found that 46% of executives felt meetings were a good use of time, while 33% felt that - at best - they were fairly productive. These figures suggest that utilising a "meeting auditor" or "collaborative advocate" could produce cost savings and increased productivity benefits.

This Meeting Management Training Course will assist participants with the appropriate meeting conventions and protocols to managing formal, informal and e-meetings. Participants will learn to apply tools and techniques in planning, participating in, and concluding successful meetings.

Outcomes:

- Plan & prepare for meetings
- Identify the correct participants
- Gain insight into choosing the right time & place based on meeting type, attendees & necessary outcomes
- Create clear & concise meeting agendas
- Set up meeting spaces for maximum efficiency
- Learn how to incorporate electronic options for remote participants
- Define & assign meeting roles & responsibilities
- Use an agenda for meeting management garnering a desired outcome & accountability
- Chair meetings effectively by dealing with disruptions, professionally handling personality conflicts and taking meeting minutes.

Meeting Management Training Course - Lesson 1

Planning and Preparing - Part One

- Identifying the participants
- Choosing the time and place
- Creating the agenda

Meeting Management Training Course - Lesson 3

Setting up the Meeting Space

- The basic essentials
- The extra touches
- Choosing a physical arrangement

Meeting Management Training Course - Lesson 5

Meeting Roles and Responsibilities

- The chairperson
- The minute taker
- The attendees
- Variations for large and small meetings

Meeting Management Training Course - Lesson 7

Chairing a Meeting - Part Two

- Keeping the meeting on track
- Dealing with overtime
- Holding participants accountable

Meeting Management Training Course - Lesson 9

Taking Minutes

- What are minutes?
- What do I record?
- A take-home template
- Closing

Meeting Management Training Course - Lesson 2

Planning and Preparing - Part Two

- Gathering materials
- Sending invitations
- Making logistical arrangements

Meeting Management Training Course - Lesson 4

Electronic Options

- Overview of the choices available
- Things to consider
- Making a final decision

Meeting Management Training Course - Lesson 6

Chairing a Meeting - Part One

- Getting off on the right foot
- The role of the agenda
- Using a parking lot

Meeting Management Training Course - Lesson 8

Dealing with Disruptions

- Running in and out
- Mobile phones and pagers ringing
- Off on a tangent
- Personality conflicts

Meeting Management Training Course - Lesson 10

Making the most of your Meeting

- The 50 minute meeting
- Using games
- Giving prizes
- Stuffed with magic

Win Win Negotiation



This Negotiation Skills Training Course provides you with practical negotiation techniques applicable to negotiation in many contexts and situations. The negotiation training course is run like a workshop where you are given some theory, then work in pairs or small teams to prepare for negotiations that are relevant to your needs.

In this Negotiation Skills Training course you will learn theory and get the opportunity to apply it to scenarios that suit your specific needs. This is training tailored to you!

This hands on Negotiation Skills Training Course is available now throughout Australia including, Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Negotiation Training Course Outline

Foreword:

Gain the confidence you need to resolve a point of difference, or the advantage in the outcome of a discussion, produce an agreement upon courses of action, or bargain for individual or collective advantage. Negotiation is a process which can lead to positive outcomes and develop relationships.

This highly participative learner focused Negotiation Skills Training Course will arm you and your team with winning negotiation skills and tactics so you feel better prepared, more confident and have greater control in the negotiation process.

Outcomes:

By the end of this training session, participants will be able to:

- Explain the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- Lay the groundwork for negotiation
- Identify what information to share & what information to keep to your self
- Master basic bargaining techniques
- Apply strategies for identifying mutual gain
- Demonstrate how to reach a consensus & set the terms of agreement
- Deal with personal attacks & other difficult issues
- Apply the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

Negotiation Skills Training Course - Lesson 1

Understanding Negotiation

- Types of negotiation
- The three phases
- Skills for successful negotiation

Negotiation Skills Training Course - Lesson 3

Laying the Groundwork

- Setting the time and place
- Establishing common ground
- Creating a negotiation framework

Negotiation Skills Training Course - Lesson 5

Phase Two - Bargaining

- What to expect
- Techniques to try
- How to break an impasse

Negotiation Skills Training Course - Lesson 7

Phase Three - Closing

- Reaching a consensus
- Building an agreement
- Setting the terms of the agreement

Negotiation Skills Training Course - Lesson 9

Negotiating Outside the Boardroom

- Adapting the process for smaller negotiations
- Negotiating via telephone
- Negotiating via E-mail

Negotiation Skills Training Course - Lesson 2

Getting Prepared

- Establishing your WATNA and BATNA
- Identifying your WAP
- Identifying your ZOPA

Negotiation Skills Training Course - Lesson 4

Phase One - Exchanging Information

- Getting off on the right foot
- What to share
- What to keep to yourself

Negotiation Skills Training Course - Lesson 6

About Mutual Gain

- Three ways to see your options
- About mutual gain
- Creating a mutual gain solution

Negotiation Skills Training Course - Lesson 8

Dealing with Difficult Issues

- Being prepared for environmental tactics
- Dealing with personal attacks
- Controlling your emotions
- Deciding when it's time to walk away

Negotiation Skills Training Course - Lesson 10

Negotiating on Behalf of Someone Else

- Choosing the negotiating team
- Covering all the bases
- Dealing with tough questions



In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers.

This Professional Phone Skills course from pdtraining teaches how to project professionalism over the phone, how to gain client confidence quickly, handle irate customers and so much more.

This practical and engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Professional Telephone Skills Course Course Outline

Foreword:

This Telephone Skills Training course will provide your staff with the awareness and skills they need to handle phone calls professionally. This will ensure the positive image of your organisation is reinforced and strengthened with every conversation.

In today's business environment, telephone etiquette displayed in organisations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organisation's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This **Professional Telephone Skills Training Program** aims at helping employees create a lasting impression in their customers' minds - one that shows the organisation reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively, empathetically, with a sense of care and a positive attitude.

Outcomes:

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

Professional Telephone Skills Training Course - Lesson 1

Providing Effective Client Service

- The ten commandments of good business
- What makes an effective client communicator?
- Seven sins of service
- Skills and attributes of an effective client communicator
- High emotion = low intelligence

Professional Telephone Skills Training Course - Lesson 3

Gaining your Client's Trust

- Create a great first impression
- Put your customer at ease
- Finding a better phrase
- Ending a call politely and professionally

Professional Telephone Skills Training Course - Lesson 5

Effective Questioning

- Questioning techniques
- ??? Questions ???
- Open and closed questions
- Questions to keep control of the call
- Telephone techniques

Professional Telephone Skills Training Course - Lesson 7

Reception Tips

- Top Useful reception tips

Professional Telephone Skills Training Course - Lesson 9

Action Plan

- Create a Personal action plan
- What I am going to implement immediately on-the-job

Professional Telephone Skills Training Course - Lesson 2

Your Telephone Voice

- Communication skills
- Five qualities of a good telephone voice
- Vocal qualities checklist

Professional Telephone Skills Training Course - Lesson 4

Prepare Yourself

- Professional handling of incoming calls
- Transferring calls
- Taking messages

Professional Telephone Skills Training Course - Lesson 6

Irate Clients

- Determine why your client is irate
- Learn the challenges of irate clients
- Have a H.E.A.R.T. to defuse an irate client

Professional Telephone Skills Training Course - Lesson 8

Better Phrases

- Improve your interaction with Inbound calls
- Better your Outbound calls success

Professional Telephone Skills Training Course - Lesson 10

Wrap up and course conclusion

- Review the course
- Share ideas and personal challenges
- Question and answer time

Powerful Public Speaking



This Public Speaking course will help to overcome nervousness, boost confidence, and increase professionalism by teaching practical tools and techniques that can be utilised straight away. It will provide you with valuable public speaking skills, including in-depth information on developing an engaging program and delivering your presentation with confidence and power.

This engaging, practical training course from pd training is available now in Brisbane, Parramatta, Sydney, Melbourne, Adelaide, Canberra and Perth.

Public Speaking Training Course Outline

Foreword:

Public Speaking consistently ranks as people's top fear (the number 2 fear is normally death, followed by spiders). Additionally, an astounding 75% of people suffer from *speech anxiety*. Do you want to change your fear of public speaking, improve your career, speak with confidence and deliver professional business presentations with impact and ease? Mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career.

Whether you are speaking to a handful of people, a small group, or a large audience, this course will cover the details required so that you have a **dynamic presence** for any speaking engagement.

Outcomes:

By the end of this course, participants will be able to:

- Analyse an audience and tailor the delivery accordingly
- Design presentations for maximum impact
- Expand on key points to ensure clarity
- Master techniques to overcome nervousness and present with confidence
- Practice techniques that ensure clear, concise and effective wording is used
- Deliver a polished, professional and credible speech
- Handle questions and comments effectively

Public Speaking Training Course - Lesson 1

Identifying your Audience

- Performing a needs analysis
- Creating an audience profile
- Identifying key questions and concerns

Public Speaking Training Course - Lesson 2

Creating a Basic Outline

- Outlining the situation
- Identifying the task that had to be performed
- Listing the actions you took
- Revealing the results

Public Speaking Training Course - Lesson 3

Organising the Program

- Making organisation easy
- Organisational methods
- Classifying and categorising

Public Speaking Training Course - Lesson 4

Fleshing it Out

- Identifying appropriate sources
- Establishing credibility
- The importance of citations

Public Speaking Training Course - Lesson 5

Putting it all Together

- Writing your presentation
- Adding a Plan B
- Reviewing, editing and Re-writing

Public Speaking Training Course - Lesson 6

Being Prepared

- Checking out the venue
- Gathering materials
- A 24 Hour checklist

Public Speaking Training Course - Lesson 7

Overcoming Nervousness

- A word from the boss
- Preparing mentally
- Physical relaxation techniques
- Appearing confident in front of the crowd

Public Speaking Training Course - Lesson 8

Delivering your Speech - Part One

- Starting off on the right foot
- Using visual aids
- Checking the volume of your voice

Public Speaking Training Course - Lesson 9

Delivering your Speech - Part Two

- Adjusting on the Fly
- Gauging whether breaks are Required
- Wrapping up and Winding Down

Public Speaking Training Course - Lesson 10

Questions and Answers

- Ground rules
- Answering questions that sound like an attack
- Dealing with complex questions



Emotions can influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, and impulses, and manage them in a positive way so that we can communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

Emotional Intelligence (EQ) Course Outline

Foreword:

Healthy emotions + Clear thinking + Appropriate action = High EQ

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the style of individuals and adjust your communications accordingly.

This one day training course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy and also include interpersonal skills.

Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their responses to particular situations.

Outcomes:

- Define **Emotional Intelligence (EQ)**.
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- Successfully communicate with others in a non-verbal manner.
- Verbally communicate with others.
- **Interpret and manage your emotions.**
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language.
- Balance optimism and pessimism.
- Effectively impact others.
- Relate emotional intelligence to the workplace.
- Use the concepts and techniques in the workplace.

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 1

Getting Started

- Housekeeping Items
- Workshop Objectives
- The Parking Lot
- Action Plan

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 3

Self-Awareness (SA)

- Self-Awareness
- Self-Management
- Seeing the Other Side
- Giving in Without Giving Up – The Art of Compromise
- Life Positions – You and Only You Can Choose Your Mindset
- Lesson 3 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 5

Self-Motivation (M)

- Optimism
- Pessimism
- The Balance between Optimism and Pessimism
- The Power of Re-Framing: The Balance between Optimism and Pessimism
- Lesson 5 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 7

Social Skills (SS)

- Making an Impact
- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive
- Traits of a Person with High Social Skills

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 9

Verbal Communication Skills

- Verbal Communication – Clear Message, Emotionally Effective
- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 11

Social Management and Responsibility

- Articulate your Emotions Using Language
- Business Practices
- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Disagreeing Constructively

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 2

What is Emotional Intelligence?

- Benefits of Emotional Intelligence
- Snapshot of Academic Theory of EI & Assessing EQ
- 5 Dimensions of the Trait EI Model
- Lesson 2 Workbook Activity: EQ Self-Assessment

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 4

Self-Regulation/Managing Emotions (ME)

- The 'EQ brain' and How it Works
- The Science of Emotions
- Amygdala Hijack - What's Happening Inside Our Head When We Lose Control
- Understanding Emotions
- Find Your Self-Control... Take Back Your Amygdala
- Using Coping Thoughts
- Relaxation Techniques
- Lesson 4 Workbook Activities

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 6

Empathy (E)

- What are the Barriers to Empathy?
- Developing Your Empathy
- Lesson 6 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 8

Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions
- Lesson 8 Workbook Activity

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 10

Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Emotional Intelligence (EQ) For Professionals Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Proposal writing is an art and a craft that can be mastered through learning and practice. Achieving mastery in writing a proposal requires skilled research, planning, outlining, writing, organising and editing. This comprehensive training course offers practical skills in proposal writing to help learners write outstanding business proposals.

This dynamic course is now available Australia wide including Brisbane, Sydney, Melbourne, Canberra, Perth, Parramatta and Canberra.

Writing Winning Proposals Training Course Course Outline

Foreword:

During this course, participants develop various skills including identifying the audience and the purpose of a proposal, creating a framework, using details to perfect a proposal, using online and offline resources, writing, editing, and proofreading.

The course provides a comprehensive understanding and use of proposal writing tools that result in the creation of excellent proposals.

Outcomes:

After completing this course, participants will have learnt to:

- Understand the proposal writing process
- Identify and create different types of proposals
- Identify the purpose of a proposal
- Identify the audience
- Perform a needs analysis
- Write a goal statement
- Use the proper format for proposal writing
- Create a framework
- Understand the importance of details and focus on them
- Identifying resources online and offline for research
- Organising information masterfully
- Use persuasive writing techniques
- Review spelling and grammar
- Constructing words, sentences and paragraphs brilliantly
- Check the readability of a proposal
- Proofread and edit
- Provide a professional feel and look to a proposal

Writing Winning Proposals Training Course - Lesson 1

Getting Started

- Pre-Assignment Review
- Workshop Objectives

Writing Winning Proposals Training Course - Lesson 3

Beginning the Proposal Writing Process

- Identifying Your Purpose and Your Audience
- Performing a Needs Analysis
- Writing the Goal Statement

Writing Winning Proposals Training Course - Lesson 5

Finding Facts

- Identifying Resources
- Using the Internet as a Resource
- Organising Your Information

Writing Winning Proposals Training Course - Lesson 7

Writing Skills, Part Two

- Creating Paragraphs
- Creating Strong Transitions
- Building up to Conclusions

Writing Winning Proposals Training Course - Lesson 9

Checking for Readability

- Checking for Clarity
- Reading for Your Audience
- Using the Readability Index

Writing Winning Proposals Training Course – Lesson 11

Adding the Final Touches

- Our Top Typesetting Tips
- Achieving a Professional Look and Feel
- Creating the Final Package

Writing Winning Proposals Training Course - Lesson 2

Understanding Proposals

- What is a Proposal?
- The Proposal Writing Process
- Types of Proposals
- About Requests for Proposals

Writing Winning Proposals Training Course - Lesson 4

Preparing An Outline

- A General Format
- Special Sections
- Creating a Framework
- Getting Down to Details

Writing Winning Proposals Training Course - Lesson 6

Writing Skills, Part One

- Spelling and Grammar
- Working with Words
- Constructing Sentences
- Persuasive Writing
- Mastering Voice

Writing Winning Proposals Training Course - Lesson 8

Writing the Proposal

- Educating the Evaluator
- Ghosting the Competition
- Using Illustrations

Writing Winning Proposals Training Course - Lesson 10

Proofreading and Editing

- Proofreading Like a Pro
- Editing Techniques
- Checking the Facts
- The Power of Peer Review

Writing Winning Proposals Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Your Notebook



This Communicating Across Cultures training course will provide your employees with the skills to communicate more effectively and do business with people from different cultures. This practical course will teach your staff how to remove cultural barriers for trade and increase their effectiveness in a global marketplace. Change the way your staff communicate and book Communicating Across Cultures training classes today. Available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Communicating Across Cultures Training Course Course Outline

Foreword:

Successful business strategies don't always translate when you conduct business abroad. Your negotiating strategies may strike the wrong chord, or your polished business etiquette, which served you well in your own culture, may be interpreted as rude. When you recognize and respect cultural differences, you show you are serious about doing business in a global society.

Course Objective:

You will communicate and conduct business effectively across cultures.

Target Audience:

This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities. This course includes a variety of insightful scenarios and case studies involving specific cultures such as Japan, and Indonesia. Specific examples of cultural awareness and sensitivities will be included into course depending on the main nationalities of interest for each client.

Outcomes:

In this course participants will:

- Understand the importance in recognising key cultural differences when doing business
- Learn how to communicate effectively and appropriately with people from different cultures
- Gain insight into cultural differences within business protocol
- Learn how to create and manage high-performing, cross-cultural teams
- Gain practical strategies for conducting successful multicultural negotiations
- Learn how to analyse cultural differences to successfully resolve cross-cultural issues
- Become a more effective communicator in a global business environment

Introduction

- Course Objectives

Communicating Across Cultures Training Course - Lesson 1

Section 1: Communicating Across Cultures

- **TOPIC A – Recognise Cultural Differences**
 - Role of Status in Different Cultures
 - The Role of the Individual
 - High-Context and Low-Context Cultures
 - How to Recognise Cultural Differences
 - Discovery Activity 1-1 Respecting Differences in Status
 - Discovery Activity 1-2 Respecting Differences in Status
- **TOPIC B – Communicate in Other Cultures**
 - The Role of English in Business Relations
 - Discovery Activity 1-3 Communicating in Other Cultures
 - Discovery Activity 1-4 Communicating in Other Cultures
- **TOPIC C – Follow Business Protocol in Other Cultures**
 - Role of the Translator
 - Time Expectations
 - How to Follow Business Protocol in Other Cultures
 - Discovery Activity 1-5 Following Business Protocol in Other Cultures
 - Discovery Activity 1-6 Following Business Protocol in Other Cultures
- **TOPIC D – The Written Laws and the Unwritten Laws**
 - Getting to Know Legal and Social Laws
 - Learning their Greetings and Partings
 - Taking Hints from Nonverbal Communication
 - Cultural Diversity within a Country
 - Physical Contact
 - Lesson 1 Follow-up

Communicating Across Cultures Training Course - Lesson 2

Section 2: Working with Other Cultures

- **TOPIC A – Work in Teams in Other Cultures**
 - Decision Making
 - Discovery Activity 2-1 – Working in Teams in Other Cultures
 - Discovery Activity 2-2 Working with Teams in Other Cultures
- **TOPIC B – Negotiate in Other Cultures**
 - Types of Negotiation
 - Discovery Activity 2-3 – Negotiating in Other Cultures
 - Discovery Activity 2-4 – Negotiating in Other Cultures
- **TOPIC C – Resolve Conflict in Other Cultures**
 - How to Resolve Conflict in Other Cultures
 - Discovery Activity 2-5 Resolving Conflict in Other Cultures
 - Discovery Activity 2-6 Resolving Conflict in Other Cultures
- **TOPIC D – Uses of Small Talk in a Multicultural Setting**
 - Exploring a Culture through Arts and Sciences
 - Small Talk for Establishing Relationships
 - Use of Small Talk for Establishing Relationships
 - Small Talk for Gaining Comfort Level
- **Course Wrap-Up**

Body Language Training



The ability to interpret body language is a skill that will enhance your capability.

This Body Language training course from pd training will enable you to recognise the body language of others while being aware of what your own body is communicating.

Body Language training courses are available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Body Language Training Course Outline

Foreword:

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a form of communication, and it needs to be practiced like any other form of communication. Whether in sales or management, it is essential to understand the body language of others and exactly what your own body is communicating.

Outcomes:

In this course participants will:

- Learn how to translate gestures into words
- Understand the difference between open & closed body language
- Learn how to avoid common body language mistakes
- Gain insight into the differences in body language between genders
- Understand the signals you're sending to others
- Learn the role facial expressions play in body language
- Learn how to use body language to strengthen your negotiations
- Understand how body language can expose deception
- Learn how to match words with movement to instill trust

Body Language Training Course - Lesson 1

Getting Started

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Body Language Training Course - Lesson 2

Communicating with Body Language

- Learning a New Language
- The Power of Body Language
- More than Words
- Actions Speak Louder than Words

Body Language Training Course - Lesson 3

Reading Body Language

- Head Position
- Translating Gestures into Words
- Open vs. Closed Body Language
- The Eyes Have It

Body Language Training Course - Lesson 4

Body Language Mistakes

- Poor Posture
- Invading Personal Space
- Quick Movements
- Fidgeting

Body Language Training Course - Lesson 5

Gender Differences

- Facial Expressions
- Personal Distances
- Female Body Language
- Male Body Language

Body Language Training Course - Lesson 6

Nonverbal Communication

- Common Gestures
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It
- What Your Posture Says

Body Language Training Course - Lesson 7

Facial Expressions

- Linked with Emotion
- Micro-Expressions
- Facial Action Coding System (FACS)
- Universal Facial Expressions

Body Language Training Course - Lesson 8

Body Language Business

- Communicate with Power
- Cultural Differences
- Building Trust
- Mirroring

Body Language Training Course - Lesson 9

Lying and Body Language

- Watch Their Hands
- Forced Smiles
- Eye Contact
- Changes in Posture

Body Language Training Course - Lesson 10

Improve Your Body Language

- Be Aware of Your Movements
- The Power of Confidence
- Position and Posture
- Practice in a Mirror

Body Language Training Course - Lesson 11

Matching Your Words to Your Movements

- Involuntary Movements
- Say What You Mean
- Always Be Consistent
- Actions Will Trump Words

Body Language Training Course - Lesson 12

Wrapping Up

- Words from the Wise

Think on Your Feet®



Ever find yourself rambling on and stumbling for answers? Have a hard time getting your ideas across? This internationally acclaimed workshop teaches critical skills to get ideas across clearly, concisely, and persuasively. Think On Your Feet® training courses teach the "capsules-of-persuasion" concept - 10 plans that structure one's ideas quickly, for impact and are currently available now throughout Australia including, Brisbane, Sydney, Melbourne, Canberra, Adelaide and Perth.

Think on Your Feet® (2-days) Course Outline

Foreword:

The ability to Think on Your Feet® is now a core skill. It means getting your ideas across clearly, concisely, persuasively (and being remembered). Everyone wants you to get to the point - Quickly. Think on Your Feet® introduces the "capsules-of-persuasion" concept – 10 plans that structure your ideas quickly, for impact.

Outcomes:

- Learn to speak with brevity, clarity & persuasively
- Master getting to the point and being remembered
- Learn effective fall-back techniques when caught off-guard
- Learn to present ideas effectively
- Handle questions quicker, more concisely & persuasively
- Add depth to ones own messages using "visual" pegs
- Learn to avoid common communication traps
- Divide information into facets, aspects or perspectives
- Learn to bridge from question to answer

Think on Your Feet® Training Course - Lesson 1

Getting to the Point & Being Remembered

- Techniques to package persuasion
- Structuring ideas simply and clearly
- Speaking in different situations: one-on-one, on the phone, in meetings, informal presentations

Think on Your Feet® Training Course - Lesson 3

Using Handy Fall-Back Techniques when you're caught off guard

- Making sense out of a mass of facts
- Explaining step-by-step processes clearly

Think on Your Feet® Training Course - Lesson 5

Using "visual" pegs as your structure

- Achieving impact
- Supporting large and complex topics
- Adding depth to your message

Think on Your Feet® Training Course - Lesson 7

Dividing Information into Facets, Aspects or Perspectives

- Achieving objectivity
- Expressing thoughtfulness
- Addressing issues from different viewpoints

Think on Your Feet® Training Course - Lesson 9

How to broaden or focus your listener's perspective

- Moving from detail to big picture, or vice versa
- Handling sensitive or confidential information
- Countering sweeping generalizations

Think on Your Feet® Training Course - Lesson 11

Selling the benefits of your products, ideas, services

- Presenting benefits not features
- Showing advantages to your listener
- Employing the "So What" test

Think on Your Feet® Training Course - Lesson 2

Presenting your ideas

- Clearly
- Concisely
- Powerfully

Think on Your Feet® Training Course - Lesson 4

Handling Questions Quickly, Clearly and Persuasively

- Following the "Rule of Threes"
- Creating logical pegs to hang your thoughts one
- Announcing & Recapping

Think on Your Feet® Training Course - Lesson 6

Avoiding Common Communication Traps

- Keeping on Track
- Avoiding information overload
- Addressing your listener's core concerns

Think on Your Feet® Training Course - Lesson 8

Bridging from Question to Answer

- Buying time
- Answering the right question
- Handling objections and tough questions positively

Think on Your Feet® Training Course - Lesson 10

Moving two opposing viewpoints to a middle ground

- Negotiating a win-win outcome
- Dealing with conversational topics
- Moving to action

Think on Your Feet® Training Course - Lesson 12

Fleshing out your ideas

- Using examples to increase understanding and recall
- Developing ideas through the use of opposites
- Explaining an idea by cause and effect



Across an entire organisation, many meetings from informal to formal are taking place every day. Are accurate records of key business decisions being recorded? Who were the key decision makers? Does anyone know what happened in the meeting and what decisions were made and carried and ideas discussed and motioned? Are your business units effectively implementing decisions made after the meeting? The pd training minute-taking training course will enable you to **understand the important role of a minute-taker** as well as efficiently recording all the important information discussed.

This action packed day will include fun mock-meetings and activities run by one of our expert minute-taking trainers and is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Minute-taking Training Course Course Outline

Foreword:

Improve your meeting outcomes with **effective minute-taking**.

Effective minute-taking will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, the following skills will enable managers and staff to effectively action efficiently recorded meeting items.

You will also learn advanced styles of minute taking such as colour-coding and suitable methods for minute-taking in informal, formal and action meeting settings.

Who will benefit from taking this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

Outcomes:

- Recognise the importance and outcomes of minute-taking
- Identify and record action items during board meetings
- Develop skills in active listening, critical thinking, and organisation
- Understand and customise meeting agreements
- Record three types of minutes, including formal meetings, informal, and action items
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organise minutes
- Build and maintain a minute book
- Recognise the outcome of minute-taking for a particular meeting
- Recognise the role of a minute-taker in achieving larger goals of an organisation
- Deal with common complaints and difficulties faced by minute-takers
- Perform the role with expertise using knowledge and skills

Minute-taking Training Course - Lesson 1

The Role of a Minute Taker

- Discuss The Role of a Minute Taker
- Explore common problems and solutions in small groups

Minute-taking Training Course - Lesson 3

Meeting Agreements

- Discuss meeting agreements
- Three templates to take away and customise

Minute-taking Training Course - Lesson 5

What Do I Record?

- Participants will learn what to record during a meeting

Minute-taking Training Course - Lesson 7

Taking Minutes in an Interactive Meeting

- Learn how their role as a minute-taker will be different in an interactive meeting

Minute-taking Training Course - Lesson 2

The Skills of a Minute Taker

- An ability to listen
- Critical thinking skills
- Good organisation techniques

Minute-taking Training Course - Lesson 4

Minutes Styles

- Formal meeting style
- Informal meeting style
- Action meeting style

Minute-taking Training Course - Lesson 6

Techniques for Preparing Minutes

- Tools for creating minutes
- Organisation methods
- Techniques for writing drafts
- Proofreading tips

Minute-taking Training Course - Lesson 8

The Minute Book

- participants will learn how to build and maintain a minute book

Managing Difficult Conversations



Managers, team members, owners and employees need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve positive outcomes. Understanding and skill development are necessary qualities that help in keeping you in control of difficult conversations before, during and after it so that you can achieve the desired outcome.

This highly valuable and engaging course empowers professionals to handle difficult conversations with ease to achieve professional success. Managing Difficult Conversations Training is now available throughout Australia including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth, and also via instructor-led online training.

Managing Difficult Conversations Course Outline

Foreword:

Managing Difficult Conversations requires specialised knowledge and skill development because they are tough to handle without it. During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of it so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of customers, and team management.

Outcomes:

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome
- Manage their body language
- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalised action plan
- Use communication skills to influence and control
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyse the other person
- Stay in control of the conversation throughout

Managing Difficult Conversations Training Course - Lesson 1

Introduction

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Managing Difficult Conversations Training Course - Lesson 3

Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Asking Questions
- Probing Techniques

Managing Difficult Conversations Training Course - Lesson 5

Framework for Difficult Conversations

- What's Your Purpose?
- Steps for a Difficult Conversation
- Creating a Conversation Template

Managing Difficult Conversations Training Course - Lesson 7

Testing the waters

- Practice and review in class

Managing Difficult Conversations Training Course - Lesson 2

Choosing to Have the Conversation

- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Managing Difficult Conversations Training Course - Lesson 4

Choosing the Time and Place

- Weighing urgency
- Privacy
- Consideration
- Transparency and presence of 3rd parties

Managing Difficult Conversations Training Course - Lesson 6

Staying Safe

- Anticipating conflict
- Mutual respect
- Common ground
- Staying in control
- When to walk away
- When things don't work

Managing Difficult Conversations Training Course - Lesson 8

Wrap up

- Course review
- Action plan

Better Team Communication Training Course



Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations. With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

This 1/2-day course, running now in Brisbane, Sydney, Melbourne, Canberra, Perth, Parramatta and Canberra, can help you get there!

Team Communication Course Course Outline

Foreword:

Teams are an important building block of successful organisations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the basic unit that supports most organisations.

With teams at the core of corporate strategy, your success as an organisation can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together?

This 1/2-day course can help you get there!

Outcomes:

By the end of this course, participants will be able to:

- Understand the value of working as a team
- Develop team norms, ground rules, and team contracts
- Identify your team player style and how it can be used effectively with your own team
- Build team trust
- Identify the stages of team development and how to help a team move through them
- Recognise the critical role that communication skills will play in building and maintaining a team atmosphere
- Identify ways that team members can be involved and grow in a team setting

Better Team Communication Training Course - Lesson 1

Getting Started

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Better Team Communication Training Course - Lesson 3

Establishing Team Norms

- Characteristics of Teams
- Ground Rules
- Team Contracts

Better Team Communication Training Course - Lesson 5

Your Team Player Type

- What's Your Team Player Type?
- What Does it Mean To Have a Number?
- My Team Style

Better Team Communication Training Course - Lesson 7

The Stages of Team Development

- Forming
- Storming
- Norming
- Performing
- Adjourning
- Forming an Effective Team
- Making Connections

Better Team Communication Training Course - Lesson 9

Communication

- Defining Communication
- Listening Skills

Better Team Communication Training Course - Lesson 2

Defining Teams

- Making the Grade
- Looking Into Ourselves
- Debrief

Better Team Communication Training Course - Lesson 4

Working as a Team

- Putting it Into Perspective
- No Need for Black & White Thinking
- Degrees of Support

Better Team Communication Training Course - Lesson 6

Building Team Trust

- Why is Trust Important?
- Building Trust

Better Team Communication Training Course - Lesson 8

Team Building with TORI

- What Does TORI Mean?

Better Team Communication Training Course - Lesson 10

Becoming a Good Team Player

- Attitude is Everything!



Teleworkers or virtual employees present both advantages and challenges. Managing a de-centralised office requires special training and skills. This course in Telework and Telecommuting provides training in self-management, organisation, planning, communication, and overcoming specific challenges in telework and telecommuting. This highly valuable and engaging training course is now available Australia-wide including Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra and Parramatta.

Telework and Telecommuting Training Course Outline

Foreword:

During this course, participants will develop knowledge and skills in organisation, planning, management and communication specific to telework and telecommuting. The course offers skills in managing and working in a de-centralised office.

Outcomes:

This Telework And Telecommuting Training Course provides the tools and knowledge to enhance work performance. Participants establish the additional work skills needed to be successful in a work-from-home environment.

After completing this course, participants will have learned to:

- Manage time
- Organise and plan
- Develop communication skills
- Solve problems on their own
- Stay motivated
- Use freedom wisely
- Learn accountability
- Recognise and remove bad habits
- Learn from mistakes and avoid repetition
- Build flexibility in schedule
- Build trust and rapport
- Use feedback
- Beat isolation
- Set realistic expectations from family

Telework and Telecommuting Training Course - Lesson 1

Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Telework and Telecommuting Training Course - Lesson 2

Core Skills Required

- Self-Management
- Time Management
- Organising and Planning
- Communication
- Case Study

Telework and Telecommuting Training Course - Lesson 3

Self-Management (I)

- Solving Problems on Your Own
- Being and Staying Motivated
- You Have More Freedom - Don't Abuse It
- You and Only You are Accountable
- Case Study

Telework and Telecommuting Training Course - Lesson 4

Self-Management (II)

- Recognise and Remove Bad Habits
- Reflect on Mistakes and Learn from Them
- Establish Good Habits
- Be Assertive with Yourself
- Case Study

Telework and Telecommuting Training Course - Lesson 5

Time Management (I)

- Build a Little Flexibility into Your Schedule
- Identify and Remove Time Wasters
- Working with Time Zones
- Using Free Time Wisely
- Case Study

Telework and Telecommuting Training Course - Lesson 6

Time Management (II)

- The Urgent/Important Matrix
- Setting and Sticking to Deadlines
- The Glass Jar: Rocks, Pebbles, Sand & Water
- Recognise When You Are Procrastinating
- Case Study

Telework and Telecommuting Training Course - Lesson 7

Organising and Planning (I)

- Plan for Additional Stress
- When to Seek Help
- Being Proactive - Not Reactive
- Establish Priorities & Attainable Goals
- Case Study

Telework and Telecommuting Training Course - Lesson 8

Organising and Planning (II)

- Setting Up Your Home Office
- Remove Unneeded or Distracting Items
- When Technology Fails
- Develop a Normal Working Day
- Case Study

Telework and Telecommuting Training Course - Lesson 9

Communication (I)

- Stay in the Loop
- Use the Correct Medium
- Be Clear and to the Point
- Virtual Communication Can Be Impersonal
- Case Study

Telework and Telecommuting Training Course - Lesson 10

Communication (II)

- Open and Frequent Communication
- Share Your Information
- Have a Collaborative Attitude
- Setting Expectations with Family & Friends
- Case Study

Telework and Telecommuting Training Course - Lesson 11

Additional Challenges

- Building Trust & Rapport
- Feeling Isolated
- Always in the Office
- Lack of or Less Feedback
- Case Study

Telework and Telecommuting Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations



Providing criticism, even when positive, is one of the most challenging tasks. This training course in delivering constructive criticism provides participants with valuable knowledge and skills to help them easily and productively provide criticism.

This dynamic and practical training course is now available throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth and also via instructor-led online training.

Delivering Constructive Criticism Training Course Outline

Foreword:

Constructive Criticism must be provided correctly to maximise its impact and benefits. During this training course in delivering constructive criticism, participants receive training in choosing the right place, time and occasion for giving criticism, setting goals, prepare and plan a healthy criticism, and understanding the role of emotions and reactions in delivering constructive criticism.

Outcomes:

Effective criticism helps in the management of human resources. It reduces/eliminates problematic behaviours and conflicts that negatively impact an organisation. When an employee commits an action that requires feedback or criticism it needs to be handled appropriately and skillfully.

This extensive training course helps participants develop essential skills in delivering constructive criticism that positively impacts an individual and the company.

After completing this course, participants will have learned to:

- Determine the right place to give feedback
- Consider informal feedback
- Gather facts on the issue
- Create an action plan
- Practice tone
- Control and create an impact
- Criticise in private, praise in public
- Create a safe environment for providing criticism
- Monitor body language
- Develop understanding and active listening
- Be collaborative
- Set goals
- Check emotions and outbursts
- Diffuse negative emotions including anger
- Understand what not to do
- Measure results

Delivering Constructive Criticism Training Course - Lesson 1

Getting Started

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

Delivering Constructive Criticism Training Course - Lesson 2

When Should Feedback Occur?

- Repeated Events or Behaviour
- Breaches in Company Policy
- When Informal Feedback Has Not Worked
- Immediately After the Occurrence
- Case Study

Delivering Constructive Criticism Training Course - Lesson 3

Preparing and Planning

- Gather Facts on the Issue
- Practice Your Tone
- Create an Action Plan
- Keep Written Records
- Case Study

Delivering Constructive Criticism Training Course - Lesson 4

Choosing a Time and Place

- Check the Ego at the Door
- Criticise in Private, Praise in Public
- It Has to Be Face to Face
- Create a Safe Atmosphere
- Case Study

Delivering Constructive Criticism Training Course - Lesson 5

During the Session (I)

- The Feedback Sandwich
- Monitor Body Language
- Check for Understanding
- Practice Active Listening
- Case Study

Delivering Constructive Criticism Training Course - Lesson 6

During the Session (II)

- Set Goals
- Be Collaborative
- Ask for a Self-Assessment
- Always Keep Emotions in Check
- Case Study

Delivering Constructive Criticism Training Course - Lesson 7

Setting Goals

- SMART Goals
- The Three P's
- Ask for Their Input
- Be as Specific as Possible
- Case Study

Delivering Constructive Criticism Training Course - Lesson 8

Diffusing Anger or Negative Emotions

- Choose the Correct Words
- Stay on Topic
- Empathise
- Try to Avoid 'You Messages'
- Case Study

Delivering Constructive Criticism Training Course - Lesson 9

What Not to Do

- Attacking or Blaming
- Not Giving Them a Chance to Speak
- Talking Down
- Becoming Emotional
- Case Study

Delivering Constructive Criticism Training Course - Lesson 10

After the Session (I)

- Set a Follow-Up Meeting
- Make Yourself Available
- Be Very Specific with the Instructions
- Provide Support and Resources
- Case Study

Delivering Constructive Criticism Training Course - Lesson 11

After the Session (II)

- Focus on the Future
- Measuring Results
- Was the Action Plan Followed?
- If Improvement is Not Seen, Then What?
- Case Study

Delivering Constructive Criticism Training Course - Lesson 12

Wrapping Up

- Words from the Wise
- Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

**Client
Benefits**



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