

Training :

Fundamentals of effective communication

Description

A practical one day workshop designed for all staff who interact with clients, consultants, contractors and other staff

Topics will include recognizing and managing different communications styles, active listening techniques to minimize misunderstandings, assertiveness in the New Zealand context and culture, clarifying and confirming what is being said and agreed to, maintaining professionalism particularly in a potentially stressful or conflict situation.

Objectives:

To provide skills that enable participants to feel comfortable in managing interpersonal situations from the most simple to the more complex ones

Duration

1 day | 9am to 5.00pm

Enrolment

To enroll in this course, please complete a registration form and send it back to us.

Registration forms can be downloaded from our web site:

training.caduceus.co.nz

Price

\$225.00 + GST per person.

**Registered Architects
CPD Points: 30**



For further information

Contact:

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Please note that specifications and pricing given are subject to change without notice. Please visit our website for the latest pricing and course schedules.

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Training :

Negotiation Management Skills

Description

A practical course designed for Principles and other Professionals who have staff management responsibilities

A senior level, interpersonal communications workshop, using advanced linguistics, to better understand the underlying meaning of what is being said in managing potentially difficult, tense or conflict situations.

Use of mediation techniques, setting objectives for the meeting,

maintaining objectivity, recognizing how and when to close the interaction, clarifying and confirming what has been agreed to, identifying what needs to happen next. Managing actual conflict situations.

Objectives:

To reach an agreement that all parties can work with to ensure an ongoing professional relationship.

Duration

1 day | 9am to 5.00pm

Enrolment

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