



Course Outline

COMMUNICATE WITH R.O.A.R.

EFFECTIVE WORKPLACE COMMUNICATION FOR SUCCESS

Audience

This course is for all organisations that want to improve the communication skills of their employees. It provides essential skills for effectively communicating with subordinates, colleagues and managers, and also clients and customers. The course includes crucial elements on negotiation, mediation, conflict resolution and general communication.

Delivery, location & fees

Best delivered face-to-face, this intensive workshop focuses on practical and experiential learning allowing employees to immediately implement strategies. We travel to any location in the country. Contact us for a quote to meet your needs.

What you will learn

- The four key elements of effective communication according to the R.O.A.R principal.
- R – The importance and value of rapport in crisis, conflict, performance & conduct management and general communication
- O – The value of asking the right questions and techniques designed to effectively manage communications
- A – Why active listening is so important and how it can effect communication
- R – Respect and professional empathy and how this changes the game