

## **“Communication Bridges”**

### **For Switched On Managers and Supervisors**

**Duration:** 1 day workshop  
**Fee:** \$295.00 (including lunch and refreshments)  
**Facilitator:** Jenny Hemmings

This program is designed to assist Managers and Supervisors wanting to develop further in the Business Arena to apply sound Principles of Success to situations involving communication issues. The program involves interactive workshopping through a series of workable solutions for communication issues and provides a framework for developing a Positive Work Plan to solving these.

#### **Learning Outcomes**

- Understand communications as part of business development
- Identify current communication issues
- Identify your business’s communication needs, directions and goals
- Plan solutions to situations involving dealings related to whingers, those who are ‘always right’, loud mouths, threatening bullies and others
- Develop a Positive Mental Attitude to communication issues
- Develop reliable action plans for yourself and your team to meet your communication goals.

#### **The content of this professional development course includes:**

- An introduction to the fundamentals of Advanced Interpersonal Skills
  - An understanding of the link between development of skills and results
  - An understanding of the importance of communication systems
  - The preparation of a framework for communications development to suit you and your business.
  - The creation of your Communication Goals and Plan outline
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\*The fee of \$295 dollars is for individual Managers and Supervisors who wish to attend a public course. Arrangements can be made for workgroups or associate groups of Managers and Supervisors.

\*This one-day program is part of a suite of programs for businesses striving for Communication and Service Advancement. It is one of a series of 6 workshops. Involvement of your business in the Qualifying Program can provide benefits as an Associate Member Business of “**Switched On Business Services**”.

### “Switched On Business Services”

This Business Customer Focus Development Program comprises a 4 to 6-step training program that integrates both Managers and Staff into a framework of continuous improvement. On completion of the Qualifying Program the Business may use the “Switched On Business Services” logo as part of their promotional activities.

### The “Switched On Business Services” Workshops:

1. Communication Bridges	Managers and Supervisors
2. Building Customer Service Teams	Managers and Supervisors
3. Switched On Marketing	Managers and Supervisors
4. Making Communications Work for You	General Staff
5. Switched On Customer Service	General Staff
6. Switched On Goals	General Staff

- General Staff Development Sessions are available for a minimum of 8 participants from one or more workgroups.

### The Qualifying Program

Maxwells Services is committed to assisting with business development. Businesses who are actively involved in developing a minimum of One of their managers in 2 “Switched On” Managers workshops and a minimum of 2 staff members in 2 “Switched On” Staff/Team workshops each and demonstrate the follow up research, planning and actioning of development activities are completed by these members may apply for the “Switched On Business Services Enterprise Award and window sticker.

*Switched on Business Services* is a member of the Maxwells Services Group of Businesses.

*“Your Success is our Goal”*

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