

## **“Switched On Communications”**

### **For Switched On Staff**

**Duration:** 1 day  
**Fee:** \$145.00\*  
**Facilitator:** Jenny Hemmings

This program is designed to assist Staff and Teams to thrive in a Goal Setting and Achieving Environment through sound communication skills. The program will provide a framework to further develop and fine tune communication skills. Staff will be involved in interactive workshopping through steps to achieve your business’s goals. Staff set out a personal development framework to be applied in your workplace.

#### **Learning Outcomes**

- Understand the role of Business Communication
- Understand your role as a communicator in the business
- Develop a Positive Mental Attitude to the benefits of good communication
- Setting a communication standard in a goal-setting and achieving environment
- Being involved in the Communications Development Plan of the business
- Assisting to make the Communications Action Plan successful
- Develop reliable action plans for yourself as a member of your team to meet your business’s Communication Plan Goals.

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

- Understanding the role of different types of communicators
- Using creative solutions to handle difficult situations
- Processes for achieving resolutions to communication conflicts
- The importance of “lightening up” when the ‘going gets heavy.

\*The fee of \$145 dollars is for individual staff members who wish to attend a public course. Arrangements can be made for workgroups or associate groups of team members.

\*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:

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|------------------------------------|--------------------------|
| 1. Communication Bridges           | Managers and Supervisors |
| 2. Building Customer Service Teams | Managers and Supervisors |
| 3. Switched On Marketing           | Managers and Supervisors |
| 4. Switched On Communications      | General Staff            |
| 5. Switched On Customer Service    | General Staff            |
| 6. Switched On Goals               | General Staff            |

### 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”*