

The Systems 3 Group Mentor Program... moving businesses to the next level.

- ✓ *Want the message you send to be clear to all?*
- ✓ *Need information to get to and from your customers and team?*
- ✓ *Need an easy-to-follow communication plan?*

Communication—OE7

Course Description

This 1-day course will provide you with knowledge and skills to:

- **Connect with your customers and teams**
- Identify methods and media for best results
- Establish structures to **provide consistency in communication**
- Measure the impact of your messages
- **Develop an effective communication plan**

Who Should Attend?

- **All managers and team leaders** needing to connect
- Customer Service and Public Relations teams wanting to get information out
- Those wishing to enhance the impact of their communication
- Consultants wishing to establish better client relationships

Special Features Of The Course

This course features a focus on practical ways of getting messages across. Following a structured approach, you will create realistic methods and a plan that can be applied to your organisation.

Included In The Course

- Morning, afternoon tea and lunch
- **Course Manual: Successful Communication**, S3G, 2008

Course Overview

Concepts

- Understand that there are many ways to get messages across
- Clear information needs to flow to and from customers and staff
- Planning and strategies are necessary if communication is to succeed

Key Aspects

- Target audience
- Method, manner and message
- Verbal, vocal and non verbal
- Media and communication structures
- Measuring message impact

HOW TO REGISTER

Price: \$5,500pp (inc GST) for the 10 month program. Please Enquire about our Mentoree Subsidy or \$495 for individual modules.

Phone: Toll Free (from within Australia) 1800 110 034

Fax: 61 7 3856 0099

? Questions
info@s3g.com.au

Course Calender
www.s3g.com.au



“ For me, it really helped simplify a daunting process. The case studies and real-life examples and the interactive discussion sessions really helped me fully understand what's required of me. ” **Melbourne, VIC**

The Process Of A Communication Plan

- **Identifying audiences** and laying out how communication will be accomplished, including methods, manner and message
- **Developing** structures needed to reach communication objectives
- **Allocating responsibilities and timelines** for communication, or who needs to do what and by when
- Methods to **monitor and measure** the message
- Clarifying should confusion creep in, adjustment to the plan

Group Discount (all public courses, 1 booking) : 3+ people 5% off total (within the same organisation)
5+ people 10% off total (within the same organisation)

Enquire about our *In-house Courses*

Environmental, Health & Safety:

- Environmental Management Systems Auditor (AE01)
- Occupational Health & Safety Auditor (AOH1)
- Integrated Environment, Health & Safety Auditor (EHS01)
- Environment, Health & Safety Internal Auditor (EHS02)

Health & Aged Care:

- Aged Care Quality Assessment (AA01)
- Aged Care Internal Auditor (AA03)
- Monitoring Systems - Taking Control (MA09)
- Retaining and Developing your staff (MA10)

Quality:

- Quality Management System Auditor (AQ01)
- Quality Management System Internal Auditor (AQ02)
- Laboratory Quality Management System Auditor (ALQ01)

Food Safety:

- Food Safety Management Systems Auditor (AFS01)
- Food Safety Management Systems Internal Auditor (AFS02)

OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

Fantastic Feedback

The evaluation of participant feedback forms from 2001 to 2007 reveals an average presenter satisfaction rating of 6.45 (on a rating scale from 0–7) and an overall course satisfaction rating from 6.35.

Our Expertise

All of the Systems 3 Group's trainers are currently practicing consultants. This means that they maintain current knowledge of operational methods, statutory requirements and enforcement criteria. In addition, all company trainers are tertiary qualified and company course designers hold Australian qualifications Certificate IV in Workplace Training and Workplace Assessor.

Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.

We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“ It was the round table and frank discussions regarding the outcomes that gave me the understanding of the full requirements. ” **Melbourne, VIC**