



Victoria Rose
0414 805 576



The Communication Code

Break it and get the results you want

- The invisible barrier: our beliefs
- Rapport: what's the big deal
- The true meaning of our message
- Easy formulas for clean and clear communication
- Three searching questions that help get to the root cause of issues
- Presence: speak volumes without saying a word
- Power of the pause
- Feedback – how to give it and how to take it
- 'No' is a complete sentence – how to say it without feeling guilty
- Office politics: don't play their game
- First impressions last; make yours good

**All participants will leave with their own
Three Key Point Action Plan**

These three key points are identified by each participant as best helping them to improve current practises, implement new processes, build trust, deal with conflict, manage workloads, influence and empower themselves and other team members.