

SOUTH WEST

Wednesday 16
AUGUST, 2017

Workplace Communication



With a multi-cultural workforce, it is essential that managers, supervisors, team leaders and safety officers understand how to communicate effectively. People's lives, and your bottom line, depend on it.

the course:-

- Communicating clearly;
- Communicating effectively to a group;
- Breaking down instructions to improve comprehension;
- Perception checking ;
- Understanding your own communication style and how best to adapt to others' styles;
- The importance of non-verbal communication;
- Choosing the most appropriate channel of communication;
- Active listening skills;
- Delivering high impact messages;
- Giving constructive feedback.

DATE: Wednesday 16 August, 2017
TIME: 9.30am – 1.30pm
TRAINER: Dawn Russell – Director, the Heartware® group
VENUE: Master Builders 19 Clifford Street, (Cnr. Ray Jordan Way), Bunbury
COST:

| | <u>Course Fee</u> | <u>Total</u> |
|-------------------------------------|----------------------------------|------------------|
| MBA Member eligible for CTF subsidy | \$460.00 - \$136.00 [^] | \$324.00* |
| Non-member eligible for CTF subsidy | \$500.00 - \$136.00 [^] | \$364.00* |
| MBA Member | \$460.00 | \$460.00* |
| Non-member | \$500.00 | \$500.00* |

If you require further assistance, please contact us on **9726 0939** or email southwest@mbawa.com



The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing costs of training for eligible workers.

*Prices subject to change. [^]Construction Training Fund (CTF) subsidy available for eligible course participants. This course is GST free.



WORKPLACE COMMUNICATION

Wednesday 16 August, 2017

9.30am – 1.30pm

Please Note: This course is subsidised by the Construction Training Fund (CTF) for eligible participants. Master Builders requires participants details are provided as indicated below; otherwise the full fee may apply.

PARTICIPANT DETAILS:

| | | | |
|---------------------------------|--|-------------|-----------|
| Surname: | | First name: | |
| Date of birth: | | | |
| Mobile: | | Email: | |
| Home address: | | | |
| Suburb: | | | Postcode: |
| Job/Trade title: | | | |
| Job description (brief detail): | | | |

EMPLOYER/COMPANY DETAILS:

| | | | |
|--|------|-------------------------------------|---|
| Master Builders member name: | | | |
| Employer/company name: | | | |
| Builders Registration number: (if applicable) | | | |
| Address: | | | |
| Suburb: | | | Postcode: |
| Contact name: | | Email: | |
| Phone: | Fax: | Mobile: | |
| Please <u>tick</u> the industry sector in which you work | | Commercial <input type="checkbox"/> | Housing <input type="checkbox"/> Engineering <input type="checkbox"/> |

PAYMENT DETAILS

Payment must be received prior to the course date to secure your place & receive your confirmation.

EMAIL: southwest@mbawa.com

POST: Master Builders Association, PO Box 253, Bunbury WA 6231

| Course Costs | Master Builder member | Non-member |
|------------------------------|-----------------------|---------------------|
| Eligible for CTF subsidy | \$324.00 per person | \$364.00 per person |
| Not eligible for CTF subsidy | \$460.00 per person | \$500.00 per person |

Please note that course costs subject to change. This course is GST free.

| | | |
|--|---|-------------------|
| Method of Payment | Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/> | Amount: \$ |
| Credit Card Details (please tick): | Bankcard <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> | |
| Card number: _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _ | Expiry date: _ _ / _ _ | |
| Cardholders name: | Signature: | |
| EFT Direct Credit Details: BSB: 306 051 Account: 038 925 1 Reference: Please quote invoice number | | |

Cancellation Notice

A refund will not be provided for no shows on the day of the course, or cancellations less than 5 working days prior to the course date. You may, however, substitute another person up to 24 hours prior to the course.

If you require further assistance, please contact us on **9726 0939** or email **southwest@mbawa.com**

To view our Terms & Conditions please visit www.mbawa.com