



Communicate with Influence

NDA TRAINING TASMANIA

RTO Provider : 60034

Course Cost - \$395

Duration – 1 Day

Locations

- Hobart
- Launceston
- Ulverstone

Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: bookings@nda.com.au

Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

More Information

Phone: 03 6334 4910

Email: bookings@nda.com.au

Web: www.nda.com.au

BOOK

ENQUIRE

WEBSITE

Unit Code/s*:

BSBCMM511 - Communicate with influence

Course Objectives

This course teaches the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.

It applies to individuals who are managers and leaders required to identify, analyse, synthesise and act on information from a range of sources, and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Learning Outcomes

Identify communication requirements

- Confirm authority to present material on behalf of an organisation
- Identify information that may be subject to confidentiality
- Identify information needs

Negotiate to achieve an outcome

- Identify objectives of negotiation, and needs and requirements of stakeholders
- Identify and document potential issues and problems
- Prepare positions and supporting arguments according to objectives
- Communicate with stakeholders, and establish areas of common ground and potential compromise
- Confirm and document outcomes of negotiation

Participate in and lead meetings

- Identify the need for meeting and schedule
- Prepare meeting materials and distribute to stakeholders
- Conduct meeting and contribute to discussions
- Seek consensus on meeting objectives
- Summarise outcomes of meetings

Make presentations

- Identify forums to present
- Determine tone, structure, style of communication and presentation
- Prepare presentation
- Provide an opportunity for questions
- Follow up with stakeholders after the presentation
- Evaluate and identify areas for improvement

Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.