

PERTH METRO

**MASTER BUILDERS**  
WESTERN AUSTRALIA

Wednesday  
23 September, 2015

# WORKPLACE COMMUNICATION SKILLS



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.

Topics covered in this 4 hour interactive 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 23 September, 2015

**TIME:** 12.00pm - 4.00pm

**TRAINER:** Dawn Russell - the heartware® group

**VENUE:** Master Builders, 3rd floor, 35-37 Havelock Street, West Perth

**COST:**

|                                     | <u>Course Fee</u>    | <u>Total</u>     |
|-------------------------------------|----------------------|------------------|
| MBA Member                          | \$440.00             | <b>\$440.00*</b> |
| Non-member                          | \$490.00             | <b>\$490.00*</b> |
| MBA Member eligible for CTF subsidy | \$440.00 - \$116.00^ | <b>\$324.00*</b> |
| Non-member eligible for CTF subsidy | \$490.00 - \$116.00^ | <b>\$374.00*</b> |

If you require further assistance, please contact Carolyn Fitzgerald, Training & Safety Coordinator on **9476 9800** or email [training@mbawa.com](mailto:training@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 (mbco)

**Please Note:** This course is subsidised by the Construction Training Fund for eligible participants. Master Builders requires participants personal contact details be provided, otherwise the full fee applies

|  |  |
|--|--|
| <b>Course Time:</b> 12.00pm - 4.00pm     | <b>Course Date:</b> Wednesday 23 September, 2015 |
| <b>Participant First name:</b>           | <b>Last name:</b>                                |
| <b>Participant birth date:</b>           |  |
| <b>Participant home address:</b>         |  |
| <b>Suburb:</b>                           | <b>Postcode:</b>                                 |
| <b>Participant mobile phone contact:</b> |  |
| <b>Participant email address:</b>        |  |
| <b>Participant Job Title:</b>            |  |
| <b>Job Description (brief detail):</b>   |  |

|  |                                     |   |
|--|-------------------------------------|---|
| <b>Company/Employer:</b>                                 |                                     |   |
| <b>Full Address:</b>                                     |                                     | <b>Postcode:</b>  |
| <b>Contact person:</b>                                   |                                     |   |
| <b>Phone:</b>  | <b>Fax:</b>                         | <b>Mobile:</b>  |
| <b>Email:</b>  |                                     |   |
| <b>Please tick the industry sector in which you work</b> | Commercial <input type="checkbox"/> | Housing <input type="checkbox"/> Engineering <input type="checkbox"/> |

### Payment and Registration Details

|   |  |
|---|--|
| <b>Registration</b>   | To guarantee your place on the course please return form, with fees, to:<br><b>FAX: 9476 8001</b><br><b>EMAIL: training @mbawa.com</b><br><b>POST: Master Builders Training Department, PO Box 167, West Perth WA 6872</b> |
| <b>Eligible for CTF</b>   | MBA member \$324.00 p.p. .... non-member \$374.00 p.p. ....  |
| <b>Not eligible for CTF</b>                                     | MBA member \$440.00 p.p. .... non-member \$490.00 p.p. ....  |
| <b>Course costs subject to change. This course is GST free.</b> |  |

|                          |   |                   |
|--------------------------|---|-------------------|
| <b>Method of Payment</b> | Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> EFT <input type="checkbox"/> | <b>Amount: \$</b> |
|--------------------------|---|-------------------|

|   |   |
|---|---|
| <b>Credit Card Details:</b>                               | Bankcard <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> |
| <b>Card number:</b> _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _ | <b>Expiry Date:</b> _ _ / _ _   |
| <b>Cardholders Name:</b>                                  | <b>Signature:</b>   |

You must please quote **INVOICE NUMBER** as the reference when paying by Direct Deposit.

|                            |  |
|----------------------------|--|
| <b>Cancellation Notice</b> | <i>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 48 hours prior to the course.</i> |
|----------------------------|--|

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**To view our Terms and Conditions please visit [www.mbawa.com](http://www.mbawa.com)**