

PERTH METRO

**MASTER BUILDERS**  
WESTERN AUSTRALIA

Tuesday  
24 February, 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:** Tuesday 24 February, 2015

**TIME:** 8.30am – 12.30pm

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

**VENUE:** Master Builders Training Centre, 594 Hay Street, Jolimont

**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 Coordinator on 9441 8000 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.



## REGISTRATION FORM - WORKPLACE COMMUNICATION (mbco)

**Please Note:** This course is subsidised by the Construction Training Fund. The CTF requires that each participants personal contact details be provided, otherwise the full fee applies.

<b>Course Time:</b> 8.30am – 12.30pm	<b>Course Date:</b> Tuesday 24 February, 2015
<b>Full Name of Participant:</b>	
<b>Date of Birth of Participant:</b>	
<b>Residential Address of Participant:</b>	
<b>Suburb:</b>	<b>Postcode:</b>
<b>Mobile phone contact:</b>	
<b>Email address:</b>	
<b>Participant Job Title:</b>	
<b>Job Description (brief detail):</b>	

<b>Company/Employer:</b>		
<b>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: <b>FAX: 9441 8001</b> <b>EMAIL: training @mbawa.com</b> <b>POST: Master Builders Training Centre, 594 Hay Street, Jolimont 6014</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>
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<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>Please note, fees should accompany registration form. A refund will only be provided if at least 48 hours working/business days notice is given. You may, however, substitute another person.</i>
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