

SOUTH WEST

**MASTER BUILDERS**  
WESTERN AUSTRALIA

Monday 5  
December, 2016

# 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.

## 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.

<b>DATE:</b>	Monday 5 December, 2016		
<b>TIME:</b>	9.30am – 1.30pm		
<b>TRAINER:</b>	Dawn Russell – Director, the heartware® group		
<b>VENUE:</b>	Master Builders Association, 19 Clifford Street, (Cnr. Ray Jordan Way), Bunbury		
<b>COST:</b>		<u>Course Fee</u>	<u>Total</u>
	MBA Member eligible for CTF subsidy	\$440.00 - \$132.00 <sup>^</sup>	<b>\$308.00*</b>
	Non-member eligible for CTF subsidy	\$500.00 - \$132.00 <sup>^</sup>	<b>\$368.00*</b>
	MBA Member	\$440.00	<b>\$440.00*</b>
	Non-member	\$500.00	<b>\$500.00*</b>

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. <sup>^</sup>Construction Training Fund (CTF) subsidy available for eligible course participants. This course is GST free.



**WORKPLACE COMMUNICATION**  
**Monday 5 December, 2016**      **9.30am – 1.30pm**

**Please Note:** This course is subsidised by the Construction Training Fund (CTF) for eligible participants. Master Builders requires participants details be provided as indicated below, otherwise the full fee will 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:			
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      **FAX:** 9726 0939  
**POST:** Master Builders Association, PO Box 253, BUNBURY WA 6231

Course Costs	Master Builder member	Non-member
Eligible for CTF subsidy	\$308.00 per person	\$368.00 per person
Not eligible for CTF subsidy	\$440.00 per person	\$500.00 per person

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

<b>Method of Payment</b>	Cash <input type="checkbox"/> Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/> Money Order <input type="checkbox"/>	<b>Amount: \$</b>
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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: <b>BSB:</b> 306 051 <b>Account:</b> 039 911 5 <b>Reference:</b> 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](http://www.mbawa.com)**