



EFFECTIVE COMMUNICATION WITH AWARENESS AND SELF MANAGEMENT

Accessible skills and strategies for being clearly heard and clearly hearing others.

Do you want to speak with ease and make your message clear, so that your colleagues hear you?

How about overcoming being fearful, silent or heated? Would you like to be able to truly understand what your colleagues are saying? Effective communication is not just about talking. Key factors in effective communication are self-awareness, clarity, active listening, being aware of others' emotions and validating feelings, and clarifying understanding.

The training day will provide an understanding of effective communication on a theoretical and, most importantly, on a practical level.

The morning session will provide strategies for: (1) noticing and self managing difficult emotions, such as anger and fear; (2) focusing attention; (3) speaking clearly, so that others hear you; (4) active listening when others are speaking; and (5) clarifying your understanding.

The afternoon will focus on becoming aware of others' emotions, validating feelings, and navigating through emotional situations at work. The day will conclude with time for questions and reflections on how skills

learned throughout the day can be incorporated into participants' work context and adapted to their private life if they wish. The presentation style will be interactive, and will include examples, audio visual material, and practical exercises.

Effective communication is a key element in building relationships with colleagues and improving organisational performance, as well as boosting individual flourishing. Don't stay fearful, silent, heated or misunderstood. Communicate clearly and improve performance and (work) relationships.

Learning objectives of this training:

1. Understanding the key components of effective communication.
2. Noticing and self-managing emotions that might interfere with effective communication.
3. Learning to speak with clarity, to be heard and clearly understood.
4. Learning to listen and clarify, to better hear and understand others.
5. Noticing others' emotions and managing emotionally laden situations at work.



Renata Porzig-Drummond Renata is a lecturer at the Australian College of Applied Psychology in Sydney, specialising in the fields of mental health and psychology. She uses an interactive presenting style that encourages participation and focuses on the practical relevance of the topic for participants' context. Renata holds a PhD in Clinical Psychology and a BSc Psychology (Hon) from Macquarie University; a GradDip in Psychology and a BA from the University of Sydney; and a Certificate of Holistic Counselling from Nature Care College. Renata's research has focused on behaviour change and her research has been published in leading academic journals, including Behaviour Research and Therapy, Australian Social Work and Social Science & Medicine. Renata's clinical experience includes crisis counselling, psychological assessment, and working with clients with depressive and anxiety disorders, OCD and ADHD. Renata is a member of the Australian Psychological Society (APS) and the International Coaching Federation (ICF).

This training may qualify for Focussed Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.

We'll bring this training to your team at your workplace anywhere in Australia or New Zealand.

We can also deliver to your team by live webcast no matter where you and they are located.

Our continuing professional development events meet the quality standard recognised by many relevant professional associations including psychology, social work, occupational therapy, mental health nursing, community work, counselling, psychotherapy and more.

We recommend checking with your association for the correct calculation of points for this event.

A certificate of attendance for 6 hours of face-to-face training is issued to all participants.

Morning Session

Includes a short morning tea break.

Skills training in:

- noticing and self-managing difficult emotions, such as fear and anger
- focusing attention
- speaking succinctly and clearly
- active listening
- clarifying your understanding

Afternoon Session

Includes a short afternoon tea break.

Skills training in identifying others' emotions and navigating emotional situations
Integration of learned skills into participants' work (and personal) life
Questions, evaluation and closing.

“The single biggest problem in communication is the illusion that it has taken place.”

(George Bernhard Shaw)

How will you benefit from attending this training?

- noticing and self-managing difficult emotions, such as fear and anger
- focusing attention
- speaking succinctly and clearly
- active listening
- clarifying your understanding

Booking process:

1. Choose face-to-face or online delivery.
2. Request a quotation.
3. Agree upon a date and venue.
4. Finalise booking with payment.
5. Let us make it easy for you!

We include:

- Presenter travel and accommodation costs.
- Soft copy of resources.
- Individual attendance certificates.

Contact our in-house program director 1300 887 622 or info@PDPseminars.com.au for information, quotation or to have a helpful chat about the needs of your team.

This seminar has been designed to extend the clinical knowledge and applied skill of Counsellors, Psychotherapists, Coaches, Psychologists, Hypnotherapists, Social Workers, Community Workers, Mental Health Nurses and Psychiatrists.

Feedback from Renata's recent presentations for PDP:

“Really interesting, really informative, well presented, awesome location and food.”

“Thanks so much. Renata is an exceptional presenter and compels me to return to sessions that she runs!”

“This PDP session was one of the best I have ever attended. This is my second year with you and I love what you offer. Thanks so much Renata!”

Loved it Increased my own understanding in a gentle, non-judgmental and practical way.”

Fabulous!! One of the best courses I've done with you (PDP)... well fed and happy!”

“Valuable information clearly presented. Case-studies and videos made it very relevant to practice.”

Really informative and beneficial to my practice.”

“Great PD event – well structured, presenter very informative and engaging.”

“Loved Renata's presentation style and her extensive knowledge.”

“Brought PDs to life. Took them out of the DSM and into real clinical content.”

“Excellent presenter and presentation of a potentially difficult subject.”

“The whole day was set out fantastically! I learnt so much knowledge on how to recognise behavior from different disorders in such a practical way. Loved it!”

“Well organised, tailored training for a broad spectrum of settings.”

“It wasn't just about psychologists working with disorders. Relevant to all.”

“Very interesting, informative and beneficial. Learnt a lot that I can carry into my practice at work.”

“The training was exceptional and offered an overview of each of the personality disorders. Renata was a well of knowledge.”

“Renata is wonderful. Thank you! Very informative. Fantastic presenter. Well prepared, energetic, lots of resources”

“I really enjoyed the videos that complemented educational material. A good blend of diagnostic and treatment information.”