

‘How to Communicate effectively’ – Part 2

This workshop is a follow up of the ‘How to communicate effectively workshop’ part 1, and only delegates who attend part 1 are eligible to attend this workshop.

Strategic workplace communications has become increasingly important in the workplace since communications is essential in:

- protecting the organisation’s image and identity in the market;
- maintaining high staff morale;
- supporting the organisations goals and objectives and making these known to staff;
- facilitating and encouraging teamwork and information sharing;
- assisting with change management and project communication;
- encouraging and facilitating an open and honest culture in the organisation;
- fostering close working relationships with all divisions in the organisation.

The overall aim of this workshop is to enhance the success of your communication by providing you with practical skills, knowledge and tools needed by communicators within an organisation. This workshop delivers sound, practical and easy to follow advice to help you through the process of:

- analysing your organisations communication requirements;
- identify your stakeholders;
- identify the correct communicators;
- communicating the message via the correct medium;
- drawing up the communication plans;
- measuring and evaluate your communication;
- implementing the correct policies and procedure in order to ensure the continued use of effective communication;
- keep you prepared in the case of an emergency.

‘How to Communicate effectively’ – Part 2

This workshop is from 9.00am till 4.30pm and only those delegates that stay for the whole workshop will be eligible for certificate of attendance.

- 9.00am** Introduction/ground rules (15 mins)
- 9.15am** Chatter Boxes - warm-up exercise (30 mins)
- 9.45am** Brainstorm on Listening (30 min)
- 10.15am** Lecturette – People do not listen! (15 mins)
- 10.30am** True/False listening/ Discussion and reflection/examples and experiences! (30 mins)
- 11.00am** *Coffee Break (30 mins)*
- 11.30am** Lecturette – alternatives to listening (15 mins)
- 11.45am** Porter’s Grid, group exercise (45 mins)
- 12.30pm** Gossip line (30 mins)
- 1.00pm** Lecturette on effective listening (30 mins)
- 1.30pm** *Lunch Break (1 hour)*
- 2.30pm** Line-up/ energizing and being attentive! (30 mins)
- 3.00pm** Practicing listening skills/exercises (1 hour 15 mins)
- 4.15pm** Conclusions & closure (15 mins)
- 4.30pm** *Coffee Break – Feedback forms and Networking time.*

‘How to communicate effectively workshop’: part 2 – from 9.00am till 4.30pm

20th November 2009 at the ‘Le Meridien Hotel & Spa’, St. Julians – Free parking

REGISTRATION FORM

Mr. Ms. Mrs. Dr. Job Title _____

Name & Surname _____

Work Address _____

City _____ Post code _____

Work Phone _____

Home address _____

City _____ Post code _____

Home Phone or Mobile number _____

E-mail address (required for confirmation*)

***Registration confirmation will be sent to you via e-mail. - Fiscal Receipt will be in the workshop folder.**

Special Rate – Full day including 2 coffee breaks and lunch €40 (Booking till 8/09/09)

Standard Rate – Full day including 2 coffee breaks and lunch € 45

Group Rate – Full day including 2 coffee breaks and lunch €40 per delegate in groups of 6 or more (to be eligible for this rate applications must be sent together in one batch)

REGISTRATION CLOSING DATE: 11th November 2009.

There will be no refunds after 6th November 2009.

All cancellations before that date will be refunded less a 10 Euro handling fee.

The Organising Committee would like to inform you that the workshop can be cancelled if number of registrants will not exceed the desired quota. Should this happen all payments will be refunded back.

Please enclose registration form with cheque, payable to: “**D-Blaze**”, and forward to:

D-Blaze, P.O. Box 7, Qormi, Malta.

For further information contact Mrs. J. Muscat: 99243850 or Mrs. M. Cutajar: 79730575

Email: dblaze07@gmail.com Website: www.d-blaze.com

Data Protection: The data on this form will be used for administration of this event and retained for future marketing.

Tick the box if you do NOT wish to receive further information.