

C U S T O M C O U R S E

# Dynamic Communication Workshop



**DTS International**

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## Why Dynamic Communication?

Effective communication stems from the right combination of tone, words, body language and pace of speech and actions. These four areas are the components of a person's behavioural style. We need to adapt our behaviour in order to communicate effectively with others. Using the techniques contained in this seminar, organisations can immediately open the doors of communication within the entire company.

Doug Malouf is known as one of the top trainers and presenters in the world. He has delivered over 2500 corporate presentations and there are more than 300,000 people worldwide using his ideas. Doug has authored 9 books including the best selling **Power Up Your People Skills**. His other titles are all around sales, presentation skills and customer service.

*Purchase any of Doug's books: <http://dtstraining.com.au/products.html>*

## What is the Dynamic Communication Workshop?

**Dynamic Communication** is a behaviourally-based communication seminar. It teaches people how to communicate using the DISC language as a way of understanding themselves and others. The seminar incorporates a behavioural profile to give a more complete understanding of what DISC is and how to use it. Participants learn how to interact with others and to appreciate others' behavioural styles within the organisation. Increased communication effectiveness will be noticed immediately after the seminar.

In this workshop you will learn:

- The barriers to communication
- To understand your preferred communication style
- To identify others communication style
- To adapt your communication style for increased effectiveness

This interactive workshop has been designed to develop presentation skills. With improved communication people are more productive, happy and motivated in both personal and professional settings.

## Who Should Attend Dynamic Communication?

This workshop's principles translate to all aspects of business and personal life. The people that will benefit include:

- Business Owners
- Managers
- Team Leaders
- Salespeople
- Customer Service Agents
- Frontline Staff
- Call Centre Staff

## Workshop Format

The Dynamic Communication Workshop involves participants becoming attuned to their communication style and the style of those around them. This Workshop can be delivered in two formats; one full day or two half day programs, both of which follow a basic structure:

### Session One

- Understanding your own communication style
- The research around behavioural styles

### Session Two

- Understanding your personal strengths
- Becoming aware of your personal limitations

### Session Three

- The 4 communication styles
- How to identify each style
- The driving force behind each behaviour

### Session Four

- How to communicate to the 4 styles
- Adapting your own communication style
- Preparation and follow up for the 4 styles

**Note:** The session content and length can be customised to include examples specific to your business.

## What Do I Get?

As a part of this program each participant will receive:

- **A copy of the best selling “Power Up Your People Skills” book**
- **A Personalised 24 Page DISC Profile**
- **Customised Workbook**
- **A DTS International Accredited Facilitator**
- **Certificate of Completion**

Ask us how this course can be licensed to be run in house by your own internal trainers!

**Call us now to book your own Dynamic Communication Workshop for you and your team**

**02 9360 5111 or [info@dtssydney.com](mailto:info@dtssydney.com)**

# Dynamic Communication Workshop



## Dynamic Communication Workshop

Effective communication stems from the ability to deliver a message in a way that the person receiving it needs it. To do this we need to adapt our behaviour in order to communicate effectively with others. Using the techniques contained in this workshop participants immediately open the doors of communication throughout the business.

This workshop will empower participants with strategies to improve their ability to understand and interact with others. Understanding one's self and the impact one might have on others is an important skill in any role. By teaching a simple yet powerful model of communication this workshop provides participants with practical skills to improve their ability to relate to, persuade and interact with others.

Each participant will receive a customised workbook, a certificate of completion, a personalised 24 page behavioural profile and an accredited facilitator for the duration of the workshop.

## Results and Benefits

The Dynamic Communication Workshop involves participants becoming attuned to their communication style and the style of those around them. With improved communication people are more productive, happy and motivated in both personally and professionally. This workshop is delivered in a 1 day or 2 day format.

In this workshop participants will learn:

- **The Barriers to Effective Communication**
- **More About Your Behavioural Strengths & Limitations**
- **Your Preferred Communication Style**
- **How to Identify Others Preferred Communication Style**
- **How to Adapt Your Style to Communicate Effectively**

### **Effective communication with individuals, teams and customers**



**To find out what this workshop can do for you and your team. Call us today!**

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