

Peter Dhu and Corporate Communication Experts  
present

# COMMUNICATION ETIQUETTE IN AN OPEN PLAN OFFICE

Tuesday 4 September 2018  
State Library of WA  
9.00 am to 12.30 pm  
\$247 + GST

Open plan offices were designed to increase communication, teamwork and collaboration. However a high level of worker dissatisfaction exists with open plan workplaces. Common complaints with open plan offices include: cramped workspace, lack of privacy, various distractions and too much noise.

The ability to behave in a professional manner and work effectively in a busy open plan workplace requires a high level of interpersonal communication skills and self-awareness. Each individual has their own understanding and expectations of how they and others should behave in an open plan office. By all staff having a shared understanding of what is expected and what is appropriate behaviour, there will be reductions in stress and the potential for misunderstandings and conflict in an open plan workplace.



Corporate Communication Experts

## Perth Workshop



### Course Content

This half day workshop will help you to become more aware of your current communication style and how your behaviours can impact on others when working in a shared space. The workshop will:

1. Define what etiquette is and what influences our understanding of etiquette.
2. Identify our beliefs and assumptions that may be holding us back at an individual level or may be sabotaging us as a team member.
3. Give you tools to set boundaries with clients and colleagues in the office and on the phone.
4. Teach you how to receive and give feedback through active listening and empathy.
5. Show you how to deal with destructive criticism.
6. Illustrate the importance of your body language and other nonverbal communication.
7. Teach you how to better deal with your own emotions in the office.

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**Date:** Tuesday 4 September 2018

**Venue:** State Library of Western Australia  
25 Frances Street, Perth 6000

**Time:** 9.00 am - 12.30 pm

**Investment:** \$247 + GST

**What's included:** Morning tea, free newsletter

**For More Info:** 0408930993 | [violet@violetdhu.com.au](mailto:violet@violetdhu.com.au)

## Learning Outcomes

At the end of this workshop you will:

- ✔ Know how to work effectively in an open space office with a high level of communication etiquette.
- ✔ Understand the importance of communicating with honesty and clarity with colleagues and clients.
- ✔ Be able to maintain professional boundaries with colleagues and clients.
- ✔ Be able to use a range of tools to assist you when providing or receiving feedback including dealing with destructive criticism confidently.
- ✔ Be aware of the importance of your body language and nonverbal communication.

## About the Facilitator

Violet Dhu has over fifteen years' experience in helping people develop their interpersonal and communication skills. As an experienced social worker, coach and trainer, Violet has worked with many people who are dealing with difficult situations in their workplace. These include difficult conversations, bullying, workplace conflict, anxiety and low self-esteem.



Violet provides training and coaching in the areas of assertive communication, interpersonal skills, difficult conversations, office etiquette and nonverbal communication.

In her career, Violet has helped hundreds of people to speak up, communicate effectively and to participate in conversations confidently.

## REGISTRATION

**Name of Participant** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

**Address** \_\_\_\_\_



Return to: [info@peterdhu.com.au](mailto:info@peterdhu.com.au)  
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*On receipt of your registration, a tax invoice for payment before the workshop will be sent to you. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.*

*Thank you for your business!*



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