

COMMUNICATION ETIQUETTE IN AN OPEN PLAN OFFICE



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.



COURSE CONTENTS:

At the end of this workshop, you will be able to:

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

LEARNING OUTCOMES:

- 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.

DURATION: HALF-DAY ONLINE WORKSHOP

*****This workshop can be delivered as an in-house corporate workshop. It will be customised to meet your organisational training needs and the key learning outcomes are set to match your requirements.***



VIOLET DHU

INTERPERSONAL
COMMUNICATION SKILLS,
LEADERSHIP TRAINER & COACH

ABOUT THE FACILITATOR

Violet has over 20 years experience working with organisations and teams to develop effective and confident communication skills by teaching leaders to embrace those difficult conversations.

As an experienced trainer, speaker, coach and graduate of the Harvard University Negotiation Institute she has the ability to engage people and put them at ease so they can learn to increase their self-awareness and optimise their communication with others.

Violet has worked with many organisations and leaders to enhance their ability to be confident in their communication and deal with the pointy end of communication in the workplace.

Her key message is that if you learn to be honest and respectful in your communication, then people will trust you, listen to you and work effectively with you.

DATE: Tuesday 11 August 2020

TIME: 9.30 am to 1.00 pm WAST

VENUE: ONLINE via Zoom

WHAT'S INCLUDED: Workbook, Monthly Newsletter

INVESTMENT

- Not For Profit Organisation: \$200 + GST
- Early Bird Registration: \$220 + GST ***sale ends 28 July 2020**
- Full Registration: \$250 + GST

REGISTRATION

NAME:

PHONE NUMBER:

EMAIL ADDRESS:

Return to: Violet Dhu at info@peterdhu.com.au or Fax 08 6314 1620

CONNECT WITH VIOLET

- violet@violetdhu.com.au
- www.violetdhu.com.au
- corporatecommunicationexperts
- @violetdhu
- Violet Dhu

TESTIMONIALS



Violet Dhu is exceptional in her field of difficult communication. If you are seeking support to increase employee or self-confidence with difficult conversations and overall performance, I recommend Violet. We continue to work together to align employee behaviours with expectations that are set out.

BELINDA MCPHERSON
HR MANAGER, SOUTHERN
RURAL WATER

Violet's 'Difficult Conversations' workshop was enjoyable and provided me with an opportunity to become more self-aware around my communication style. I was able to apply the key messages immediately across many of my conversations. I feel that as a result I am being more effective in my communication and an easier person to be around!

CLARE FOUNTAIN
MANAGEMENT CONSULTANT,
SORTED4LIFE



On receipt of your registration, we will send out a tax invoice for payment before the workshop. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.

Thank you for your business.

