



corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

***“Hope is NOT a
Development Plan.”***

Effective Communication Other Leadership Courses

- Change Management - Leading through Organisational Change
- Building a Committed Workplace
- Strategic Planning
- Learning to Lead
- Team Building
- Coaching for Development
- Leading Virtual Teams
- Excelling as a Leader/Supervisor

Other Personal Development Courses

- Stress Management
- Conflict Management
- Developing Assertiveness
- Goals and Goal Setting
- Time Management
- Professionalism in the Office
- Business Etiquette and Professionalism



Contact Us

We would love to collaborate with you



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www.cto.com.au

*Our trainers are located all across
Australia.*

cto

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Effective Communication

The Challenge

Communication skills determine professional success more than technical expertise. Poor communicators struggle to build relationships, influence others or advance their careers, regardless of their competence. Yet communication is rarely taught systematically. Developing clear, confident communication across situations—from emails to presentations to difficult conversations—transforms professional effectiveness.

Educate, Elevate and Empower

What you will Learn

- ✓ Communicate clearly and concisely in writing and speaking
- ✓ Listen actively to understand rather than just respond
- ✓ Adapt your communication style to different audiences
- ✓ Present ideas confidently and persuasively
- ✓ Navigate difficult conversations with professionalism
- ✓ Read non-verbal cues and use body language effectively
- ✓ Build relationships through authentic communication

Who should Attend

This essential program is designed for anyone wanting to improve their professional communication across all situations. Ideal participants include:

- Professionals at all career stages
- Individual contributors wanting to increase influence
- Anyone struggling with specific communication challenges
- Employees preparing for more senior roles

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. The Communication Foundation

- Why communication, not competence alone drives professional success
- The hidden cost of poor communication - lost trust, slowed careers, wasted effort
- The sender-receiver gap. Why "I said it" doesn't mean "They understood it"
- Common communication habits that quietly undermine you

Module 2. Writing and Speaking with Clarity

- The principles of clear, concise communication - written and verbal
- Cutting the clutter - saying more with less
- Structuring a message so that the point lands first
- Common clarity killers - jargon, hedging and burying the lead

Module 3. Listening to Understand

- The difference between hearing and listening
- Why most people listen to respond, not to understand
- Active listening techniques that build trust and surface real meaning
- Questions that open up a conversation rather than close it down

Module 4. Reading the Room - Body Language and Non-Verbal cues

- What body language reveals that words don't
- Reading non-verbal cues in others, in person and on video
- Aligning your own non-verbal signals with your message
- Common mismatches between what's said and what's shown

Module 5. Adapting to your Audience

- Why one communication style doesn't fit every person or situation
- Reading your audience - what they need, value and respond to
- Adjusting tone, detail and approach without losing authenticity
- Communicating across differences - seniority, culture, working style

Module 6. Presenting and Influencing with Confidence

- The building blocks of a persuasive, confident presentation
- Structuring ideas so they're easy to follow and hard to forget
- Projecting confidence even when you don't feel it
- Influencing without authority - earning buy-in rather than demanding it

Module 7. Navigating Difficult Conversations

- Why difficult conversations go wrong and how to keep them on track
- A framework for raising hard topics professionally
- Staying composed and clear when emotions rise
- Disagreeing without damaging the relationship

Module 8. Communicating to Build Relationships

- Authentic communication - why people connect with real not polished
- Building trust and rapport through everyday interactions
- Consistency - how small communications shape your professional reputation
- A personal plan for communicating more effectively going forward

Educate, Elevate and Empower -