

# COMMUNICATION ESSENTIALS

## 10 KEY PRACTICES FOR EFFECTIVE FACE TO FACE COMMUNICATION

Complimentary  
for Professional  
Members!



### Louise Kelly AFAM

Principal, Louise Kelly Consulting  
Independent consultant, AIM WA

Louise has over 20 years' experience in professional development as an adult learning specialist and has a degree in psychology and a Masters in Learning and Development along with several other tertiary qualifications.

She has worked with all aspects of leadership and interpersonal relationships across every sector in a range of industries including resources, engineering, mining, airlines, banks, insurance, government and NFP.

Louise facilitates interactive workshops and coaches teams to develop interpersonal skills in leadership and clear communication.

Communication is our primary activity in the workplace, taking up approximately 80% of each working day, yet sometimes we struggle to understand others and to be understood in turn.

Many of us want to be more assertive and clear in our conversations. Miscommunication compromises relationships, costs the workplace in delays and rework and it can even risk safety.

Is it time to revitalise your face to face communication skills?

Tiny tweaks lead to big changes, so join Louise for a fun and practical refresher on the top 10 areas to focus on to spring clean and amplify the way you communicate, including:

- Reducing some of the common barriers to clear communication
- Improving your listening skills
- Minding your words
- Building relationships and trust
- Assertive communication
- Asking clever questions.

**Date:** Wednesday 28 August 2019

**Time:** 5.30pm - 7.30pm  
includes time for networking

**Venue:** AIM WA Leadership Centre  
76 Birkdale St, Floreat 6014

**Cost:** Complimentary - Professional Members  
\$98 Affiliate Members  
\$98 Guests of Members



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