



Winning Ways to Communicate

**“It has become appallingly obvious that our technology has exceeded our humanity”
Albert Einstein**

In today's high-tech world, interpersonal communication skills are not a given anymore. Millennials and Gen Z are expert at communicating in a virtual world, but do they know how to communicate effectively in the business world? Miscommunication with clients due to a lack of confidence and skills can increase workplace stress and have a massive impact on client retention. Don't leave it to chance! Every person at every level in your organization needs to have the skills to communicate professionally. In this exciting experiential workshop, your people will gain the confidence and skills to communicate more effectively, enhancing relationships and reducing workplace stress.



By the end of this workshop your people will understand:

- How to make an impressive first impression
- How to build rapport by adapting your communication style to differing personality types
- The impact of the 3 Vs of communication
- The go-to words and phrases that project a can-do attitude
- How to problem solve and take ownership
- How to ask quality questions to steer the conversation
- Active listening skills

BYO Workshop

All our workshops are customized to your business. This is a sample. You can Build Your Own by combining elements of this and our other workshops. Applications include:

- Customer service
- Telephone skills
- Sales
- Conference breakout session
- Professional development day

Duration

Depending on the application it can be run as a one hour, two hour, half day or full day session.

Your Presenter:

Ava Lucanus takes a proven, practical and refreshing approach to helping organisations align exceptional customer experiences with their brand promise. Drawing upon four decades of knowledge and experience, Ava works with companies Australia wide and is recognized as an authority in her field. Through her company Edge Communication she provides consulting, training and coaching programs for every level within business to fully optimise their relationships.

“Ava Lucanus from Edge Communication has been engaged by our firm to conduct communication workshops on numerous occasions. As a successful and local IT business, Leap Consulting has found her wealth of knowledge and training invaluable. Her professional manner and proven techniques have enabled our staff to not only manage all types of customers but provide confidence in dealing with them. Her highly skilled qualifications help to deliver information in an interesting, relevant and easy to understand manner. She has a very likeable and trustworthy nature and her interactional workshop ideas have been implemented within our organisation with great success”.

Zaun Bhana, *Managing Director, Leap Consulting*

Contact Ava on 0412 135 855 or ava@edgecommunication.com.au