

# Increasing Communication Effectiveness for Mutual Professionals



"The greatest illusion about good communication is that it actually occurred in the first place"

## Instil Webinar

**CPD Hours: 1**

**Date:**  
Friday 15 Sep 2017

**Time:**  
11:00am – 12:00pm

**Cost:**  
\$110.00 incl. GST



**Instil**  
Engaging bright minds



## Webinar – Increasing Communication Effectiveness for Mutual Professionals

### ***We're all effective communicators – right?***

Communicating well is clearly part of working like so many other fundamentals, however getting it wrong can get you into trouble. Sometimes a lot of trouble...

The latest Instil – *Engaging bright minds* webinar encourages you to take a moment and consider your own communication effectiveness in this short webinar, *particularly slanted toward a mutual audience*.

No surprise really, however it is reasonable to suggest that many misunderstandings and conflicts in the modern work environment come about as a result of communication breakdowns. The issues that arise from communication breakdowns can be costly to modern organisations from not only the monetary perspective, but more so in terms of long lasting cultural issues that ultimately affect both service quality and bottom line results.

*If this is so simple, why do we so often get it wrong?*

### **The webinar will cover:**

- Exploring your own communication styles in the context of your role.
- Exploring what people actually hear when you communicate with them – *Are they actually hearing the message that you are intending to communicate?*
- Gaining an insight into why individual communication style differences can lead to misunderstandings and potential conflict in modern working environments.



## Webinar – Increasing Communication Effectiveness for Mutual Professionals

### Who is this for?

This webinar targets Team Leaders – irrespective of their level in the organisation, Operational Managers, Member Service folk, or indeed anyone else interested in improving their communication style.

On registration, you will receive a confirmation email with instructions on how to join the webinar.

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## Webinar – Increasing Communication Effectiveness for Mutual Professionals

### Our presenter – Scott Dargan



Scott has had over 25 years experience in the corporate world, primarily in banking and finance.

He has also been operating as a management consultant, speaker and facilitator in the corporate, government and community environments for the last seven years.

Scott has practical experience in Strategy Development, Frontline Sales and Service, Sales and Service Management, Operational and Risk Management, Change Management, Contact Centre Management, and Recruitment and Cultural change.

Scott is also MBA qualified in the fields of People, Organisational and Change Management.

In addition Scott brings significant facilitation experience in a dedicated Cultural Transformation environment with a proven track record in developing high performance environments through increasing the use of emotional intelligence to increase staff engagement, individual and team effectiveness, and overall productivity.