



FACULTY OF
COMMUNICATION

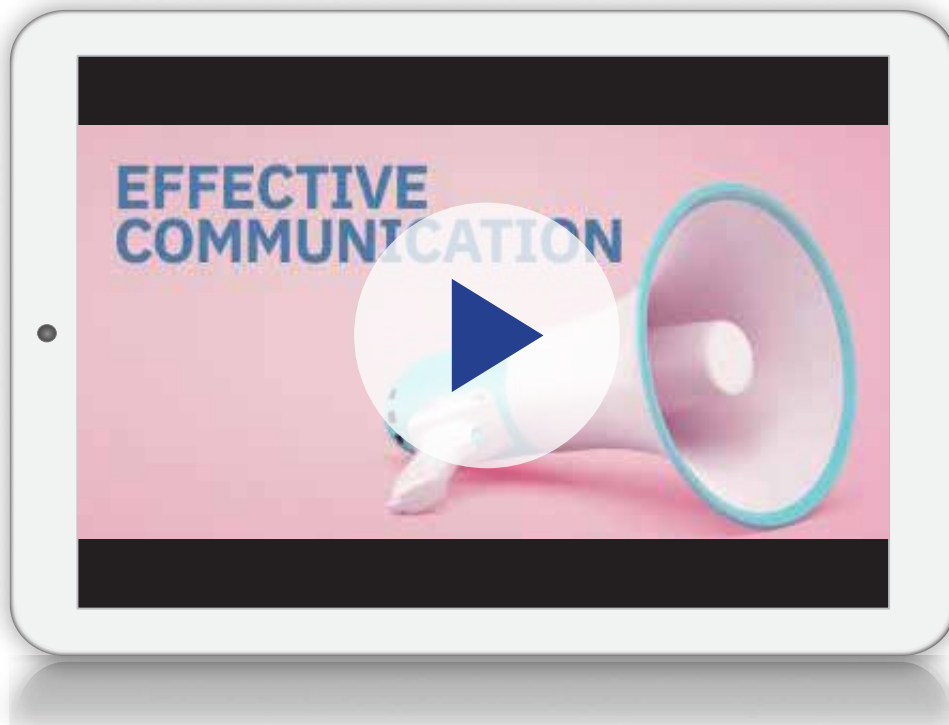
A photograph of three business professionals in an office setting. A man with glasses and a beard, wearing a grey suit, is leaning over a woman with long blonde hair wearing a teal blouse. They are both smiling and looking at a computer monitor. A woman with dark curly hair, wearing a beige blazer, is standing behind the woman in the teal blouse, also smiling and looking at the monitor. The background is a blurred office environment.

EFFECTIVE COMMUNICATION

Australian
Institute of
Management

In today's highly matrixed work environment, the number of people you communicate with daily has exploded. With so much of our work hinging on human collaboration and engagement, your ability to effectively communicate your thoughts and ideas is pivotal to influencing and getting things done through others.

The Effective Communication short course explores the personal impact cycle, and the role that communication plays in perception. You will learn a range of proven communication techniques and strategies, allowing you to develop and maintain successful workplace relationships.



Benefits for Individuals

By completing this course, you'll gain the confidence to express yourself clearly and build stronger relationships at work. You'll learn to recognise your own communication style and adapt it to suit different people and situations. The course helps you develop practical skills in active listening, asking effective questions and giving and receiving feedback. You'll also be able to collaborate more effectively and communicate with greater impact in any professional setting.

Benefits for Business

Investing in this course for team members helps to build a workforce that communicates clearly, confidently and respectfully. Improved communication leads to fewer misunderstandings, stronger collaboration and more productive teams. Team members are better equipped to navigate differences, give and receive feedback and engage clients or stakeholders with professionalism. The course supports a positive workplace culture, boosting engagement and helping leaders and team members align more effectively -ultimately improving performance, service delivery and business outcomes.



Effective Communication

DURATION:
2 Days

DELIVERY MODE:
On-Campus or Virtual

PRICE:
\$1,795

BOOK NOW



ENQUIRE NOW



Is Effective Communication right for you?

This course is designed for anyone who'd like to improve their own personal communication skills to better express information and ideas to others in the workplace, whether in everyday conversations, team settings or challenging discussions.

Learning Outcomes

Upon completion of this course you will be able to:

- + Adopt behaviours to improve your personal impact
- + Understand the role of culture, stereotypes, and bias in communication
- + Use active listening techniques to enhance understanding and show empathy
- + Use effective questioning skills
- + Identify and develop your personal communication style
- + Give and receive appropriate feedback
- + Use proven communication techniques to deal with difficult situations

- + Break down barriers to effectively communicate

Delivery Mode

This course is available for study at our campuses in Adelaide, Brisbane, Canberra, Melbourne, and Sydney or can be participated in through a virtual classroom delivered over Zoom.



Included Online Courses

This Short Course also gives you **free access** to the following Online Courses valued at \$4,125:

- Creative Thinking and Continuous Improvement
- Effective Communication
- Introduction to Project Management

Workshop Overview - Day 1

1. Communication

- Introduces the communication concept, highlighting that communication is something we do constantly and that the purpose of this program is to enable participants to communicate as effectively as possible

2. Perception

- Introduces the topic of perception and makes the suggestion that our internalised view of the world has a significant influence on how we communicate and engage with others

3. Personal Impact

- Explains the impact that our comments and judgements can have on others

4. Impact Behaviour Cycle

- Introduces the Impact Behaviour Cycle to show how people's actions and emotions can affect others

5. Bias

- Explores the phenomenon of "unconscious bias" and the way that it affects our thought processes

6. Cultural Awareness

- Explores the types of cultural influences in communication and how stereotypes and biases can impact our success of communicating with others

7. Communication Styles

- Explores the common communication preferences of amiable, expressive, analytical, and driver

8. Rapport

- Establishes that building and maintaining strong interpersonal relationships is vitally important for workplace communication and leads to greater collaboration and cooperation

9. Miscommunication

- Explores the causes of miscommunication and how the communication passage ways between people can breakdown through a clash of communication styles

10. Empathy

- Emphasises the importance of empathy in understanding others' thoughts, feelings and perspectives

Workshop Overview - Day 1 Continued

11. Effective Communication

- Demonstrates the value of assertiveness in effective communication, introducing the concept of I-statements

12. Body Language

- Examines the types of body language that affect communication and explains the value of greater self-awareness of how we use our bodies

13. Voice

- Highlights how the tone in which words are said has just as much effect on their impact as the choice of words themselves

Workshop Overview - Day 2

1. Self-talk

- Introduces the concept of internal systems — the combination of internalised thoughts, feelings, and dialogue — as a necessity to becoming a truly effective communicator

2. Self-confidence

- Explores the role self-confidence has on creating a positive or negative experience and presents techniques to help build self-confidence in communication

3. Intent Versus Experience

- Explains this concept as a culmination of objectives, expectations, experience, and outcomes, and introduces the conversation cycle model

4. Questioning

- Explores the importance of effective questioning and techniques to more effectively express our wants/needs, show interest in others, gain information, learn and grow

5. Listening

- Introduces a listening skills self-assessment and demonstrates the importance and skills required for attentive and active listening

6. Virtual Communication

- Discusses the pros and cons of virtual communication and presents steps to overcome the potential barriers that can occur

7. Emotions

- Explores the role of emotions in the communication process, including the impact of positive emotions as well as methods for the management of unhelpful emotions

8. Communication Barriers

- Acknowledges common barriers to effective communication and highlights that it is the responsibility of the communicator to recognise and overcome these barriers

9. Feedback

- Introduces models for giving and receiving feedback constructively

10. Difficult Conversations

- Discusses the relative perceptions of what makes a conversation difficult

Webinar capabilities include:

- + Participation by video and audio
- + Screen sharing, usable with relevant programs (i.e. PowerPoint)
- + Annotation on top of shared screen or using a shared virtual whiteboard
- + The ability to conduct polls to gauge prior knowledge or opinions on a particular topic
- + Features that encourage student feedback through reactions
- + The ability to communicate with participants through the in-meeting chat
- + Facilitating group work via breakout rooms

**Inclusions:****On-campus students:**

- + Comprehensive course notes
- + Morning tea, lunch and afternoon tea
- + Internet access
- + Free access to 3 x Online Short Courses (see page 6 for details)

Please advise AIM when booking if you have any dietary or accessibility requests.

Virtual classroom students:

- + Downloadable course notes, digitally fillable
- + Downloadable tools and resources.

What's required of Virtual Classroom students?

- + Computer or mobile device
- + An internet connection (broadband/4G+ recommended)
- + Speakers and a microphone
- + A webcam

Payment Options

We require full payment to be made upfront prior to attending the training. Payment options we offer include:

- Credit Card (Visa/MasterCard/Amex)
- Direct Deposit (EFT)
- Purchase Order - If you need to raise an internal purchase order please advise. Your space on the course is not secured until you have provided us with an official Purchase Order with all relevant details completed.
- Zip Money - If you would like to spread the cost of your training out our finance partner Zip Money can offer you a line of credit with 6 months interest free and flexible weekly, fortnightly or monthly payment options. For more information on this, please [click here](#).

Learn it. Earn it. Share it.

By completing AIM's Effective Communication course, you will receive a certificate to recognise the high standard of learning and skill development you have attained.

Print your industry-recognised certificate of attainment or share electronically to demonstrate your ever-growing value to employers and peers.



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*I used to dread speaking up in class or in group projects. This course didn't just teach me how to talk - it taught me how to feel okay doing it. **I'm way more confident now, even in tough conversations.***

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*Honestly? I used to ramble like crazy. **Now I actually get to the point - and people actually listen.***

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I've stopped avoiding difficult conversations.

Now I know how to approach them with clarity and calm.

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Huge difference in how I handle awkward convos - especially at work. I don't avoid them anymore.

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*In today's global workplace, communication isn't just about clarity - it's about cultural sensitivity and inclusiveness. This course helped me recognise my communication blind spots and **gave me tools to be more mindful of tone, language, and assumptions.** I feel more equipped to work with colleagues from different backgrounds, and I've already noticed a shift in how people respond to me.*

*It's rare to find a course that combines practical skills with emotional intelligence. **I'd recommend it to anyone** who works in diverse teams or leadership roles.*

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Before this course, I thought communication was just about speaking well. I had no idea how much nonverbal cues, listening, and emotional intelligence played a role in effective teamwork

The tools I gained here helped me become a better collaborator and a more trusted colleague.

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Writing emails used to take me forever because I was scared of sounding too harsh or too soft.

The course broke down tone, clarity, and structure in a way that just clicked.

Now I get replies faster and don't overthink everything I write.

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This course taught me how to **express my ideas clearly** during meetings - something I used to struggle with constantly.

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Learning to truly listen **changed the way I lead my team**. Communication isn't just about talking - it's about connection.

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I went into this course thinking it would be all about public speaking and formal stuff. But it turned out to be way more **relevant to everyday life**.

We talked about things like how to give feedback without being a jerk, how to not shut down during conflict, and even how to communicate better over text or email.

What I appreciated most is that nothing felt scripted or robotic. The tips were **real, doable, and actually made me feel more confident** in both work and personal situations.

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This course was a perfect time when I started a new business. I had to lead and talk to clients completely out of my

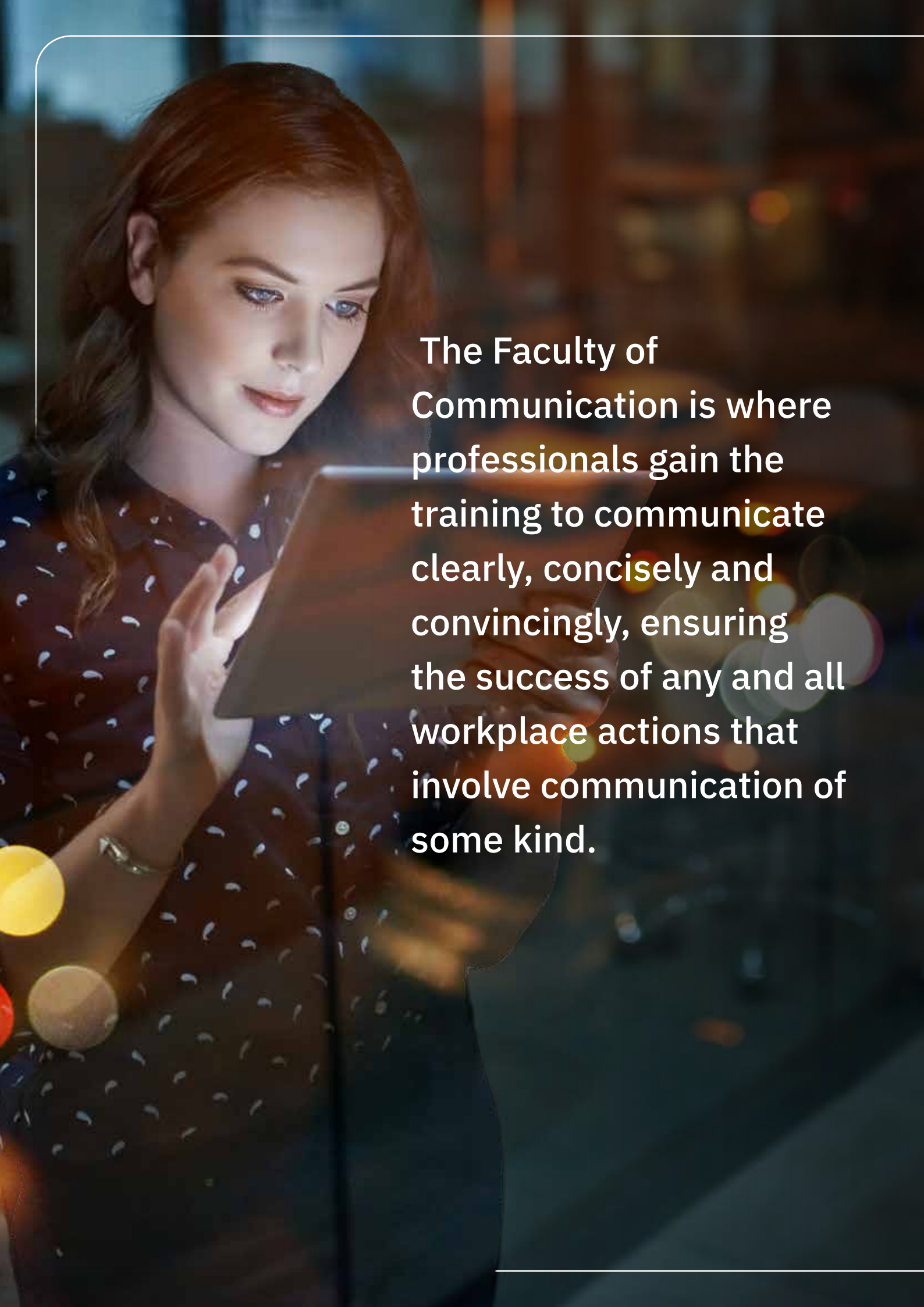
The sessions were real but packed with info

- I started applying what I learned immediately. It's changed a few tweaks in how I speak or listen and how people respond.

I also loved that it was all about 'sounding like a pro' - **it was about being kind, and actually connecting with people**. Super helpful

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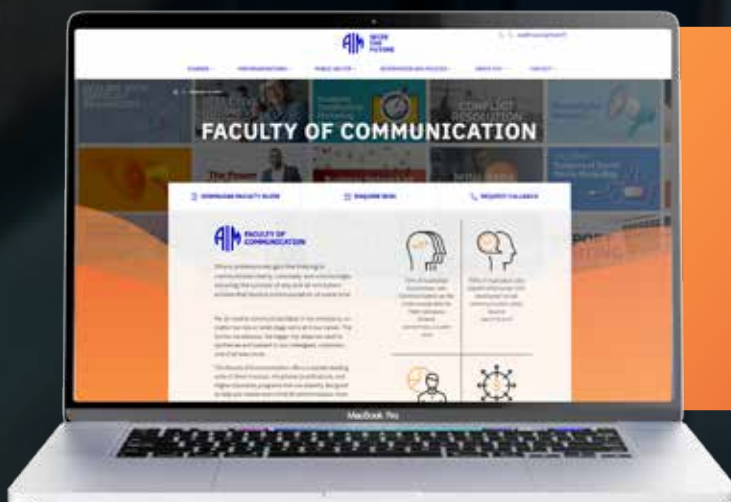


A woman with long brown hair is looking down at a tablet computer. She is wearing a dark blue dress with small white polka dots. The background is a blurred city street at night with warm lights and bokeh effects. The text is overlaid on the right side of the image.

The Faculty of
Communication is where
professionals gain the
training to communicate
clearly, concisely and
convincingly, ensuring
the success of any and all
workplace actions that
involve communication of
some kind.

Clear communication is essential in every workplace, regardless of your role or career stage. As you progress in your career, the ideas you are expected to develop, synthesise and present to colleagues, clients or executives become increasingly complex.

To help you build the skills needed for success, the Faculty of Communication offers a suite of targeted leadership short courses for all experience levels, allowing individuals at any stage of their career to benefit from our expertise. Our expert facilitators will guide you through the fundamentals so you can master all forms of communication, empowering you to inspire change and drive meaningful action.



[Click here](#) to view the complete range of Short Courses, Vocational Qualifications, and Postgraduate Microcredentials that make up the AIM Faculty of Communication.



Our Vision:

To be the most relevant future skills training business in Australia.

Our Purpose:

To prepare Australia to succeed in a rapidly changing environment
and to help people upskill so they can seize the future.

Enrol today.

Call 1300 658 337 for enrolments,
course dates and advice.
