



Effective Consultation

Full day workshop

Successful consultation is the lifeblood of any organisation as it connects the various locations, the different levels, the diverse functions, the many people and the assorted elements into a cohesive whole. Whatever the size, or type, of organisation, people need to talk to each other; they need to exchange views and ideas, issue and receive instructions, discuss problems and consider developments.

Consultation is a central principle in sound planning and decision making. It allows people to make informed decisions about issues and provides an opportunity to identify major differences, as well as areas of agreement

Incomplete, poorly planned and managed consultation will reduce confidence in future attempts at consultation, and has the capacity to not achieve intended outcomes and the potential to lead to conflict

Consultation is what happens before a decision is made. Communication is what happens after a decision is made.

Workshop outcomes

Participants will learn how to:

- Effectively utilise diversity of consultation techniques; through understanding their own method/s whilst exploring various techniques to enhance their style.
- Clearly define the aims and parameters of consultation.
- Engage the key participants and stakeholders in the consultation process.
- Choose the appropriate range of methods to involve all stakeholders in the consultation.
- Use strategies that maximise people's ability to participate.
- Provide feedback on the outcome of the consultation and resulting decisions to all participants, and to groups with an interest.
- Identify appropriate methods of consultation.
- Recognise their own and other people's behaviour and styles and its impact on communication
- Develop their consultation skills to handle people and situations with confidence
- Employ skills to consult more effectively
- Become more aware of the importance of good consultation practice
- Understand their roles and responsibilities as communicators
- Support those who are less outspoken and improve their ability to successfully consult

continued next page

Workshop benefits

Good consultation can improve organisational performance, via effective management performance and decision-making, and can ensure employee's commitment and input into effective change. In any successful organisation the principles of good management ensure that systematic consultation takes place on a wide range of subjects. These organisations benefit from better decision making, greater employee understanding and commitment, and improved industrial relations.

This workshop will help participants better understand effective communication and will encourage them to play a fuller part in the many capacities of the organisation.

Consultation enables participants to contribute their energy and ideas to ensure informed decisions are made through exploring a range of solutions with stakeholders and learning more about each other's roles and constraints.

Workshop cost

\$675 plus GST per participant
(Please note: for a private tailored program with greater than twelve (12) participants - please contact us for pricing).

Workshops can be held on-site at the workplace

For more information or to book a workshop call Liz Kelly on 1300 971 805 or email lizkelly@tlconsult.com.au