



Production and Distribution of Training DVDs

Communicate and Connect

Communication skills to build relationships for Coordinators and Team Leaders in Community and Aged Services

This DVD targets the specific communication skills required to build trust and respect between coordinators/team leaders and their clients and colleagues, in the Community and Aged Services industry.

Good communication is essential to build and maintain relationships between people. Communication is not just the words we say, it's how we say them, our body language, how we listen and how we observe.

The DVD has an introduction to communication and 7 different practical and relevant workplace scenarios, which demonstrate a range of communication techniques and address specific needs and issues across diverse social and cultural situations.

The accompanying CD includes a Trainers' Guide which contains activities and worksheets which can be customised.

Trainers and organisations can use this resource:

- as learning support material for the competency *CHCCOM403A Use targeted communication skills to build relationships*
- for in-house or supervisor led training
- for refresher purposes, particularly for non-English speaking workers or those with low literacy and language skills.

Project developed by [Fran Haarsma Productions](#) and Ideas That Work. Funded under the Workplace English Language and Literacy (WELL) Program by the Australian Government Department of Education, Employment and Workplace Relations.

Price

AUD\$135.00

Duration

26 mins 52 secs

Topics covered



- Introduction
- On the phone - listen and question effectively
- Interview and review
- Culturally appropriate communication
- Coach and mentor
- Build rapport and address barriers to communication
- Team meetings
- Respond to challenges and conflict.

Resource Material for

The resource relates to the competency *CHCCOM403A Use targeted communication skills to build relationships* in accredited courses in the CHC08 Community Services Training Package at Certificate IV level.

CHCCOM403A Use targeted communication skills to build relationships unit is a compulsory unit for:

- CHC40408 Certificate IV in Alcohol and Other Drugs

It is also an elective unit for:

- CHC40108 Certificate IV in Aged Care
- CHC40508 Certificate IV in Mental Health
- CHC40208 Certificate IV in Home and Community Care
- CHC30408 Certificate III in Disability
- CHC40308 Certificate IV in Disability.

More information

For more information on any of our DVDs please contact us

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