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Language of Leaders

About HINSW

At The Hospitality Institute of NSW we Aim HIGH in delivering quality education..... that inspires excellence. The Hospitality Institute of NSW was created to bring Leadership & Management, and Hospitality learning excellence to Sydney's North West

If you want to empower your career, your teams and your organisation, then you owe it to yourself to look over our course offerings and facilities. At the Hospitality Institute of NSW we Aim HIGH to deliver a leadership and development program that is built with your professional growth and business performance in mind. Giving you access to our expert team of trainers wealth of knowledge and leadership experience, the leadership development program is guaranteed to get you out of your comfort zone..... because that's where MAGIC happens!

The Hospitality Institute of NSW encourages students of all levels to learn as part of a thriving community and develop the skills they need to advance in their careers. We are 100% committed to delivering a first class learning experience, which is evidenced in our state-of-the-art facilities and expert team of trainers. The future of leading edge training starts now, and it's on your doorstep.

Aim HIGH!



Course Outline

Build effective communication skills

Understand why successful communication is central to successful leadership.

Understanding barriers to effective communication

Communication gaps occur when the sender's message is not received the way it was intended, and understanding the barriers that cause these gaps will help you to prevent and overcome them.

Obstacles to listening

It is not only the sender who must overcome communication gaps; the listener must also be aware of how to manage potential obstacles.

Effective questioning skills

To get accurate and important information from your

direct reports and manage performance – whether good or bad – you need to know how and why to use open, closed and clarifying questions.

Giving effective feedback

The content of feedback is not always positive, but its delivery should always be constructive. Constructive feedback is the most useful and beneficial to the receiver because it provides encouragement, support, corrective measures and direction.

The Situation-Behaviour-Impact (SBI) feedback model

Following this model when you provide feedback will help the receiver see what actions they can take to continue or improve their performance, change ineffective behaviour, and overcome obstacles.

Language of Leaders: Course Details

Effective communication is what sets great leaders apart. To get the best out of the individuals who report to them, outstanding leaders and managers need to adapt their communication styles for personal differences.

This course will help leaders, managers and supervisors realise the importance of effective communication, and to implement strategies and tactics that increase team cohesion and cooperation.

The Language of Leaders course aims to provide you with communication tools that enable more meaningful conversations and feedback.

Language of Leaders - 2 day deep dive

If you want to get your skills to the peak performance level of highly effective communicators, consider our 2 day version of this course.

Here we take a deep dive into leadership communication that can help you take your team's performance to the next level.

2 day program

DISC® Profile created for you.

Personal core communication evaluation

Effective feedback amongst diverse, personal communication preferences.

Deeply understand your personal leadership style.

Understand the importance of effective listening, questioning and non-verbal communication techniques.

About The DISC® Profile

The DISC® Profile provides a common language that people can use to better understand themselves and to adapt their communication skills and behaviours with others. It is a personal assessment tool used to improve communication, leadership, work productivity and team dynamics.

What can The DISC® Profile do for you?

Learn how to inspire people by developing key communication skills and insight.

Recognise the communication styles of other people and yourself, by using DISC® Profile.*

Get the best out of your people by adapting your communication and management style to appeal to what motivates them.

Understand the important role feedback plays in the workplace.

Build interpersonal feedback techniques to help your team develop their skills and succeed at work.

*DISC Profile only available on the 2 day Language of Leaders program.



Who This Course Is For

- Emerging Leaders
- Leaders
- Supervisors
- Managers

