Communicate Appropriately With Clients And Colleagues CHCCOM2B as a DVD and book pack.

This 3 DVD set is the one day workshop presented by Clive Dennis on Communicate Appropriately with Clients and Colleagues CHCCOM2B, and written by Antonio DeMaria. It includes the relevant textbook on Communicate Appropriately with Clients and Colleagues CHCCOM2B.

This is an excellent supplement to any college or worksite who may have to repeat the presentation on Communicate Appropriately With Clients And Colleagues CHCCOM2B, at other times or to supplement, the existing Communication Training.

For less than the price you would normally pay for two staff members to attend this workshop, you can now own it on DVD for all staff to see.

Now all your staff can have the same training at a fraction of the cost to achieve better communication with clients and colleagues.

This DVD will allow all staff to be consistent in the way they approach communication.

An excellent learning tool for all Carers, Disability workers, Nursing staff, Support workers, Service Providers, Parents, Teachers, Child Care workers, Educational staff etc.

Ideal for organisations in Remote / Rural areas.

WHAT IS INCLUDED IN THIS DVD PACKAGE

- DVD (Sessions 1, 2 & 3)

DVD 1: EXERCISE EFFECTIVE COMMUNICATION TECHNIQUES

DVD 2: FOLLOW ROUTINE INSTRUCTIONS

DVD 3: COMPLETE REPORTS AS REQUIRED

COST: $299.00 Inc GST & Postage & Handling
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TOPICS WHICH WILL BE EXAMINED IN THIS DVD PACK INCLUDE:

**DVD 1: EXERCISE EFFECTIVE COMMUNICATION TECHNIQUES**
- Ensure that all communication with clients and colleagues reflects understanding of, and respect for, individual differences and needs
- Introduce yourself appropriately
- Ensure communication is clear and relevant to situation/activities undertaken
- Use touch and other non-verbal means of communication is appropriate
- Seek and obtain, advice about communication difficulties

**DVD 2: FOLLOW ROUTINE INSTRUCTIONS**
- Effective communication in the workplace
- Carry out workplace instructions
- Seek clarification of work instructions
- Refer difficulties in carrying out instructions

**DVD 3: COMPLETE REPORTS AS REQUIRED**
- Complete reports to the standard expected in the workplace
- Complete reports within identified time frames
- Ensure reports are clear and accurate

The author is Antonio De Maria, RMDN, B. App. Sc. (DD) who has worked in the front line services in this field for over 26 years. Tony is the Director of Enable Training & Recruitment, a College committed to promoting a skilled workforce in Aged Care and Disability. He has worked in the Age Care and Disability Sector since 1978, in a number of roles, including Developmental Educator, Case Manager, Staff Training Officer for a variety of government and non-government agencies, University Lecturer, Human Resource, Manager, Registered Nurse and Therapist. He has a Bachelor of Applied Science (Developmental Disability) and is a Nationally Accredited on the Job Trainer and Worksite Assessor. Tony has had a long-term commitment to Disability and Aged Care Sector reforms and Advocacy, and has committed Enable Training & Recruitment to continue this work. He has written over 50 books and is the Chief Editor and researcher of Enable Research and Publishing. The proceeds of these resources contribute to continuing research and development in the industry.

This unit includes an additional 23 pages, with updated information on all sections (elements) and in particular more detail added to “Complete reports as required” to allow the learner to make an easier transition to other CHCINF units.

We have additional charts and graphics to assist with multi-faceted learning, and additional exercises in the Activity section and the mandatory Final Assessment Section.

The assessments have been mapped to ensure that each performance criteria has been assessed.

These units have been road tested over the last few years and continue to receive excellent reviews, especially on how much RTO are saving on development costs.

We continue to welcome your input and remain committed to assisting your RTO with information services and guides.
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