

COMMUNICATE WITH IMPACT

Competency Expectations and Behaviours

Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned to the Mission, Vision and Values of the University.

- Communicate clearly based on facts and logic; listen and respond appropriately to others, demonstrate respect for others and how they are feeling.
- Tailor communication approach to the audience or situation; win support from others to create a positive impact and successful outcomes.

Learning from Experience

Learning on the job by practising, trying a new approach or reflecting helps establish lasting behaviour change.

Learning from Exchanges

Learning through interaction and discussion with your supervisor, subject matter experts and/or supervisors.

Learning from Education

Learning from the classroom or online platforms, reading books, listening to podcasts or other formal channels.

KEY:



COURSES & PROGRAMS



READ



TIP



ACTIVITY



WATCH



OTHER



REFLECTION

INTERACT WITH IMPACT



[Body Language May Shape Who You Are](#) (21 mins)



[10 Ways to Have a Better Conversation](#) (12 mins)



Do you already follow one or more of the 10 basic rules?



[Influencing Others to Make Things Happen](#)* (10 mins)

**DDI Pinpoint Access code: FQ5D7-2T94S-QJ*



[Interaction Skills Challenge and Experience](#)* (25 mins)

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[Listening: Skills, Challenges and Behaviours](#) (64 mins)



Try to predict how the other person may respond to you.



Listen with empathy. Remember to clarify and confirm.



Ask questions if you're unclear about a statement or message.

WRITE WITH IMPACT



Business Etiquette: Phone, Email and Text (58 mins)



Includes a 3 minute video on etiquette for the body of an email.



How to Prepare, Build, and Edit an Outline (46 mins)



Writing Formal Business Letters and Emails (37 mins)



Communication Foundations: 4 Building Blocks (82 mins)



Includes great resources to test how effective your emails and social skills are!



-Use:

- Impact subject lines
- Bold for key headings
- Bullet points



Ask a colleague to review and give feedback on important emails before you send them

PRESENT WITH IMPACT



[How to Make Arguments Stronger](#) (10 mins)



[Communication Techniques](#) (18 mins)

Listen to tips and examples on how to deal with interruptions and power dynamics.



[How to Present and Stay on Point](#) (19 mins)



[Talk Like TED: The 9 Public-Speaking Secrets](#) (Self Paced)



[Presentation at Lectures](#) (Self Paced)

Could this apply to your business presentations?



[What Makes a Good Public Speaker?](#) (17 mins)

Click here for [Phillip's Matrix of 110 Strengths to Public Speaking](#)



Before saying something publicly, write it out and practice speaking it.



Rehearse so your words come naturally, and you can focus on your listeners.



Memorise the opening, closing, key points, and transitions.

BROADER LEARNING



[Communicating Across Cultures](#) (32 mins)
Understand and engage other cultures



[Cultures and Organisations: Software of the Mind](#) (Self Paced)
Hofstede's six cultural dimensions.



[Communication Styles Quiz](#) (Self Paced)



[8 Secrets of Great Communicators](#) (Self Paced)



[Communicating Virtually*](#) (35 mins)
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[Conversation Planner*](#) (Self Paced)
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Consciously pause after delivering feedback or during a challenging conversation to provide opportunities for the other person to digest what you have said and respond.



Try adding analogies, stories, and graphics to emphasize your major points and make your message more interesting.



How will I communicate with impact?

What actions can I take?



When will I apply my learnings?



What skills, knowledge and behaviours are needed to implement my learnings?

What have I learned?



What do I need to include in my Progress Plan as an action or as a reminder to talk to my supervisor about?

Did you enjoy a particular link? Do you have an additional resource we could use? We value your feedback on this Toolkit. Please log a [General Enquiry](#) via Service Central.