Effective Communication in an AI Workplace

Course Outline

Your business outcomes are our priority. Proving impact in real time.

Aim

This practical full-day workshop helps participants communicate clearly, confidently and thoughtfully across the workplace, while exploring how AI can support preparation, problem-solving, written communication and rehearsal without replacing human judgement or human connection.

About this Course...

Adapt your message. Communicate clearly. Connect meaningfully.

Who Should Attend this Course?

Employees, team members, supervisors, managers and client-facing professionals who need to communicate effectively with colleagues, clients, customers or other stakeholders.

Outcome

1. Identify communication gaps and their impact on workplace relationships and results.
2. Recognise different communication styles and adapt their approach to different people and audiences.
3. Apply the Six Thinking Hats technique to explore workplace problems from different perspectives.
4. Use the DESC model to communicate assertively and prepare for difficult or upward conversations.
5. Use AI to prepare for and rehearse workplace conversations, while evaluating its suggestions rather than relying on them blindly.
6. Communicate clearly through spoken, written and non-verbal communication while using AI thoughtfully, responsibly and appropriately.

Duration: 1 Day

Content

Topic	What You Will Learn
Communicate Across the Workplace	Effective communication starts with recognising how communication gaps affect colleagues, departments and the wider workplace. We explore the difference between seeing work as separate activities and understanding how people depend on one another, then identify practical communication gaps that can be improved. **Topics include** • Internal clients and workplace relationships • Cellular and holistic communication • Identifying communication gaps and their impact
Understand People and Adapt Your Approach	People do not always receive a message in the way it was intended. We use the existing four-quadrant communication style approach to build self-awareness, recognise different preferences and consider how a real workplace message could land differently for another person. **Topics include** • Recognising your own communication style • Adapting messages for different people and perspectives • Using AI to test how a message may be received
Think Clearly and Solve Problems	Good communication supports better thinking when people are faced with a workplace problem. We retain the Six Thinking Hats technique and apply it to a real workplace issue, with AI helping to sequence the thinking process and challenge perspectives where appropriate. **Topics include** • Six Thinking Hats and different perspectives • Exploring a real workplace problem • Using AI to support structured problem-solving

Topic	What You Will Learn
Communicate with Confidence and Assertiveness	Confidence and assertiveness help people communicate what needs to be said without becoming passive or aggressive. We work with the DESC model and use AI as a rehearsal partner for a real difficult or upward conversation, giving participants an opportunity to prepare, practise, reflect and refine their approach before speaking to the person for real. **Topics include** • Confidence, assertive and unassertive behaviour • DESC and upward communication • AI-supported rehearsal of difficult conversations
Listen, Write and Connect in an AI Workplace	Strong communication still depends on listening, empathy, clear writing and awareness of non-verbal cues, even when AI is part of the workplace. We strengthen these human skills while practising how to use AI to support written communication, reflect on listening habits and prepare more effectively, with attention to authenticity, privacy and human judgement. **Topics include** • Active listening, empathy and emotional cues • Clear written and non-verbal communication • Evaluating AI-generated communication and maintaining human judgement

Individual Benefit: Build the confidence, awareness and practical communication skills to handle everyday and difficult workplace conversations more effectively.

Team Benefit: Improve understanding, collaboration and problem-solving by adapting communication to different people and situations.

Organisational Benefit: Support clearer communication, stronger workplace relationships and more effective use of AI while keeping people and professional judgement at the centre.

Continue reading to learn more about our optional add-on's, and to find the outline for this course's specific Afterburner. Contact us should you have any queries or need assistance, we're standing by to take your call!

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

Enneagram Group Coaching Journey	Enneagram: Insight to Action