

Communication Excellence

Aim

This workshop is extremely effective both when attended by the entire organisation, group or department (including management) and as individuals.

The aim is to supply the learners with the necessary knowledge and confidence, enabling them to conduct advanced business communications within an organisation. Companies who do this training find that teamwork becomes the norm, which in turn leads to increased productivity.

What Others Had to Say About this Course...



Great, practical course – would highly recommend it. Lorraine – Glencore Coal

Who Should Attend this Course?

This course will benefit all staff.

Outcome

The learners will be able to discern the needs of their clients and colleagues and adapt their own approach to the situation, resulting in more favourable resolutions to any given negotiation.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
8968	3	5	Accommodate audience and context needs in oral communication

Duration: 1-Day

Content

Is Your Vision Cellular or Holistic?	<ul style="list-style-type: none"> • Exploring the theory and practical application of holistic vision • How do the decisions we make and the discussions we have impact on others?
Understanding People	<ul style="list-style-type: none"> • Why we relate really well to some people and simply don't understand others • A module on personality profiling and how to effectively implement the knowledge
Determining Your Personal Vision/Approach	<ul style="list-style-type: none"> • There are two basic emotions – fear and love • Positive actions/expressions and negative actions/expressions, and the emotions that accompany them
Problem Solving and Creative Thinking	<ul style="list-style-type: none"> • De Bono's 'six hats' thinking • How this theory can be used in meetings and discussions
What do All Confident People Have in Common?	<ul style="list-style-type: none"> • The qualities that all confident people have • Knowledge build confidence
How Unassertive Behaviour Manifests	<ul style="list-style-type: none"> • Behaviours that can lead to unassertive behaviour • The criteria for assertive expression • Put it into practice
Authority Levels	<ul style="list-style-type: none"> • The consequences of not being assertive enough • Put it into practice
Communication Techniques	<ul style="list-style-type: none"> • Detailed theory and practical exercises on all forms of communication both telephonically and face to face • How to use professional speech and improve your business English
Email Specifics	<ul style="list-style-type: none"> • Additional tips on writing effective emails • Keeping your writing to the point!
General Body Language and Social Awareness	<ul style="list-style-type: none"> • Social influences: time plays a large role in social etiquette, personal space, as well as body language, posture projection and habits