



Staff Training

Communication Excellence

Course Outline



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

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

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
Is Your Vision Cellular or Holistic?	• 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	• 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	• 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	• De Bono's 'six hats' thinking • How this theory can be used in meetings and discussions
What do All Confident People Have in Common?	• The qualities that all confident people have • Knowledge build confidence
How Unassertive Behaviour Manifests	• Behaviours that can lead to unassertive behaviour • The criteria for assertive expression • Put it into practice
Authority Levels	• The consequences of not being assertive enough • Put it into practice
Communication Techniques	• 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	• Additional tips on writing effective emails • Keeping your writing to the point!
General Body Language and Social Awareness	• Social influences: time plays a large role in social etiquette, personal space, as well as body language, posture projection and habits

Afterburner Content (Optional add-on)

Topic	Details
Effective Communication Skills	• Develop empathy and respect through understanding and listening to others' perspectives without biases. • Manage your emotions with emotional intelligence to stay calm and clear in communication. • Define the purpose of your message and use questions to confirm understanding with clarity. • Balance professionalism with warmth and prepare well to demonstrate confidence and acknowledge limits.
Formal and Informal Communication	• Use formal communication channels, such as meetings and reports, for clear and hierarchical exchanges. • Engage in informal communication, like casual chats and quick messages, to build connections but be cautious of spreading misinformation. • Opt for formal channels for routine and complex tasks, and informal ones for quick updates and relationship building. • Address challenges when formal communication fails due to poor structure or leadership and manage informal communication to prevent negative impacts.
Visual Communication	• Leverage the power of sight by using visual aids to enhance communication and engagement. • Employ tools such as presentations, videos, and infographics to support and enrich verbal and written messages. • Design visuals to be clear, relevant, and engaging to avoid confusion and ensure effectiveness. • Apply visual communication effectively in presentations, meetings, and training to simplify complex information and improve retention.

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](#)