

COMMUNICATION SKILLS



Introduction

Effective communication is a basic requirement for the achievement of organizational goals. Where there is effective communication, people experience fewer misunderstandings, employee morale is better, strategy is clear to all and each person understands where they fit in.

Communication includes both verbal and non-verbal communication. It is estimated that 55% of all communication is made up of non-verbal communication.

According to experts, a considerable portion of our communication is nonverbal. We respond daily to thousands of non-verbal cues and behaviours, which includes postures, facial expressions, eye gazes, gestures, and people's tone of voice.



Course Outcomes

At the end of this workshop delegates will have a better understanding of;

- The communication process
- The difference between direct and indirect communication
- Dichotomies and communication
- The definition of active listening and its key components
- Ways to become a better listener
- Common listening problems and solutions
- Creating a listening mindset using framing, positive intent, and focus
- The use of body language to reflect a positive listening attitude
- The difference between sympathy and empathy, and when each is appropriate
- Asking questions, probe for information, and using paraphrasing techniques
- Building relationships to create an authentic communication experience

Target Audience

This course is particularly helpful to individuals who are client facing, offers customer service, lead teams or regularly engage in interactions where effective communication is required.

Course Duration

1 day

Course Fee

R 1,250 VAT Incl.

R 750 (WHC Divisions)

Venue

1st Floor Training Room, Wits Health Consortium (Pty) Ltd
8 Blackwood Avenue, Parktown. 2193

Special requests will be considered, subject to viability.

Booking

Please contact Melody Maddocks or Janine Roper.

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