

# Skills

## Course



### COMMUNICATION SKILLS



R 1,300 incl VAT (Non-WHC)

R 840 excl VAT (WHC)

Discounts apply to groups



Classroom based



1 day

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.

The course has 5 modules including a "Test your knowledge" at the end of each module:

- Introduction
- Module 1: The Communication Process
- Module 2: Consequences of Poor Communication
- Module 3: Barriers to Communication
- Module 4: Strategies to Improve Communication Skills
- Module 5: Building Workplace Relationships



At the end of this course learners will have a better understanding of:

- the communication process,
- the difference between direct and indirect communication,
- attitudes towards communication,
- asking questions, probing for information by using paraphrasing techniques,
- building relationships to create an authentic communication experience.



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.



At the end of this course, learners will be expected to complete a final assessment:

- There are 50 multiple choice questions.
- The pass mark is 70%.
- Learners have unlimited attempts.
- A certificate will be issued on passing the assessment.

"Wise men talk because they have something to say; fools, because they have to say something" - Plato



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