



COMMUNICATION SKILLS

VENUE

Ground Floor Training Room
31 Princess of Wales Terrace
Parktown, Johannesburg, 2193

Courses are also offered in Durban on a regular basis.

On-site training for groups of 20 or more will be considered, subject to viability.

COURSE FEE

R 1,330 incl VAT(Non-WHC)

R 800 excl VAT(WHC Divisions)

COURSE DURATION

1 day (Start and end times may vary slightly, confirmation will be provided on registration)

BOOKING

Please contact us at:

+27 11 274 9256/9327/9200

training@academicadvance.co.za

<http://www.academicadvance.co.za>

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,

COURSE OUTCOME

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.