

Communication Skills

The communication skills programme is aimed at any person who will benefit in acquiring verbal, written and non-verbal skills within an organisational context. Some areas covered are:

- Basic elements of communication
- Effective verbal communication
- Effective non-verbal communication
- Understanding body language
- Applying NLP in communication
- Using communication skills in conflict situations
- Written communication and report writing
- Communication strategy



COURSE DURATION: 3 DAYS

About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 4
Credits: 6

Target Audience

The target audience would typically consist of management at all levels, personal assistants, secretaries or any person interested in practicing effective communication skills.

Training Methodology

The programme is a highly interactive one, where participants use games and simulation exercises to achieve the workshop objective. Each participant will receive a workbook and be assessed during the workshop. The workshop will have a post workshop assignment, which will be used for assessment purposes. As with all Quintica training programmes we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 3 day course will cover the following modules:

Module 1: Introduction to communication skills:

- The communication process
- Active listening
- Filtering and Judging
- Self-disclosure and Expression

Module 2: The various dimensions of communication:

- Verbal, written and non-verbal
- IT and communication
- Business communication
- Media communication
- Interpersonal communication

Module 3: Communication strategy:

- Intention vs. results
- Positive reinforcement & conditioning
- The art of influence and Audience analysis

Module 4: Being effective in verbal communication:

- Language as a model
- Meta language
- Getting the message across
- The art of speaking and knowing when to be quiet

Module 5: Being effective in written communication:

- The art of writing
- Using language
- Report writing
- Short notes

Module 6: Understanding body language and other non-verbal communication:

- Facial expressions
- Gestures
- Postures
- Breathing
- Spatial relationships

Module 7: Barriers to effective communication:

- Contaminated messages
- Hidden agendas
- Culture and gender
- Conflicting paradigms
- Pre-judgement

Module 8: Effective communication in conflict situations:

- Assertiveness
- Dealing with difficult people
- Non-aggressive confrontation
- Verbal judo
- Establishing rapport

Module 9: Applying neuro-linguistic programming (NLP) techniques to effective communication:

- Understanding the three modalities (visual, auditory and kinaesthetic)
- Working with distortions
- Working with deletions
- Working with generalisations
- Reading eye movement

Bookings and Enquiries

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