



# TrainSkills

TRANSFORM AND PERFORM

Career Skills Course

**COMMUNICATION SKILLS - SAY WHAT?**

 1 Day

 On/Off Site

## About the Course:

Understanding how we communicate is the first step to actively managing our daily business communication - which will result in increased efficiency, reduced conflict and a better performance within our team. To enable participants to communicate clearly and with impact, by improving their verbal and non-verbal communication style, as well as enhancing interpersonal skills. Communicating effectively will soon seem effortless. This business-orientated course is also helpful to those providing or selling a service to others, as well as people responsible for managing communication across teams and the organisation.

## Upon completion of this course, participants are better prepared to:

- Assess the vital role communication plays in organisation success
- Understand the neuroscience behind communication and its practical significance
- Understand your dominant thinking and communication style and the impact of this on those you interact with
- Use this knowledge to pick up and appropriately respond to communication cues from others
- Learn how to take appropriate "communication risks" that will help you to build longer term trust
- Understand how communication styles influence the confidence in a business relationship

**Course material and duration can be customised to suit your specific needs.**

Aligned to Unit Standard 8647 at NQF L5

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