

PRACTICAL COMMUNICATION SKILLS

OBJECTIVE OF THE PROGRAMME

The objective of this short course is to provide Learners with the critical knowledge and skills needed to communicate effectively at all levels within an organization, and in all directions. The course includes the holding of effective team/green area meetings.

LEARNING OUTCOMES

At the end of the learning process Learners will be able to:

- Overcome the barriers to communication and communicate effectively face-to-face
- Give truly effective instructions that are understood and implemented correctly
- Design a practical "communication system" for themselves/their department or section
- Hold an effective team/green area meeting

PROGRAMME OUTLINE

- Define the meaning of communication and identify the different methods of communication used in their company
- Identify the barriers to effective communication including handling cultural diversity
- Identify ways in which managers can improve their communication skills and overcome the barriers to communication including active listening skills
- Give an effective instruction that is understood and correctly implemented
- Understand the strengths and weaknesses of the three formal channels of communication in an organization
- Design an effective communication system for their department/section across all three channels in order to improve communication within their company
- Hold an effective team/green area Meeting



Who Should Attend:

This short course is aimed at managers and supervisors/foremen/team leaders who have a responsibility to communicate effectively with their team members and conduct effective team/green area meetings.

Duration:



1½ days of training plus one day of assessments of Implementation Projects.

Accreditation:

This short course is outcomes based and Learners who successfully complete their Implementation Projects will be awarded Certificates of Competence.



Enquiries:

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