

BUSINESS COMMUNICATION SKILLS MODULE

Unit Standard	115413 / 110506
NQF	4
Credits	5
Duration	1 day
Organisational Development Area	Managers, Supervisors and Team Leaders (Also suitable for staff in Management Development Process)

COURSE OUTLINE

- The ten commandments of positive relationships;
- Self-awareness;
- What is a skilled communicator?
- Communication barriers;
- Asking questions;
- Listening skills;
- Remembering names;
- Body language;
- The Johari Window;
- Frame of reference;
- Five approaches to relationships;
- Assertiveness.