

COMMUNICATION SKILLS

Unit Standard	115413 / 110506
NQF	Level 4
Credits	5
Duration	2 Days
Organisational Development Area	All Staff Levels

SYNOPSIS

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. A major goal of this course is to help you understand the impact your communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

This course is designed to help you improve your interactions with other people in your workplace or at home. This course gives learners the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. The course can also help learners who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Learners also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

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.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Identify common communication problems that may be holding you back;
- Develop skills in asking questions that give you information you need;
- Learn what your non-verbal messages are telling others;
- Develop skills in listening actively and empathetically to others;
- Enhance your ability to handle difficult situations;
- Deal with situations assertively.