

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve
Communication

Course Name:
The Power of
Dialogue: *Strategies
for Effective
Communication*

COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

This training is essential for anyone looking to improve their communication skills, build stronger relationships, and achieve greater success in various social and professional contexts. The course equips participants with vital skills in verbal and non-verbal communication, active listening, and emotional intelligence. Emphasising self-awareness and perception, it enables a deeper understanding of oneself and others, fostering empathy and rapport.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

COURSE OBJECTIVES

This practical one-day course will provide the knowledge, tools, and resources to enhance personal and professional relationships.

COURSE OUTLINE

Module 1: Introduction to interpersonal communication

- What is interpersonal communication and why is it important?
- Components and processes of interpersonal communication
- Understand self-concept and self-disclosure
- How perception affects communication

Module 2: Building meaningful conversations

- Principles of effective verbal communication
- How to build rapport
- Understand the other person's preferred communication style
- Language, tone, and clarity in conveying messages

Module 3: Active listening skills

- Techniques for active and empathetic listening
- A model for active listening – Affirm / Clarify / Confirm / Summarise
- Exercises to practice attentive listening

Module 4: The art of asking questions

- Crafting questions for deeper engagement.
- Open-ended vs. closed-ended questioning.
- The three layers of questions

Module 5: Emotional intelligence in conversations

- Understand and manage emotions
- Enhance empathy in communication
- How to give and receive honest feedback

Module 6: Non-verbal communication and its impact

- Understand the role of body language, facial expressions, and gestures
- Align non-verbal cues with verbal messages
- Interpret and use non-verbal cues effectively

Module 7: Overcome communication barriers

- Recognise common communication barriers
- Strategies to overcome these barriers
- Navigate difficult conversations
- Maintain composure under pressure

Module 8: Influence and persuasion

- Fundamentals of influence and persuasion
- Six ways to influence another person's thinking
- Persuasive language patterns