

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Communication

Course Name:
Conversations that
Count:
*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 course is designed to equip participants with vital skills in verbal and non-verbal communication, active listening, and emotional intelligence. It enables a deeper understanding of oneself and others, fostering empathy and rapport.

COURSE OBJECTIVES

By the end of this course, you will be able to:

1. Understand the key principles of effective communication.
2. Develop active listening skills to enhance understanding and rapport.
3. Learn techniques for expressing thoughts and feelings clearly and assertively.
4. Identify and overcome common barriers to effective communication.
5. Master the art of asking insightful questions to deepen conversations.
6. Explore strategies for managing difficult conversations and resolving conflicts.
7. Enhance non-verbal communication skills to complement verbal messages.
8. Apply the fundamentals of influence and persuasion.

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

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client