



Soft Skills



# Intelligent Business and Interpersonal Communication



2 Day Course



Classroom or Virtual Blended Training



## Accredited Course

Aligned to Unit Standards 9960 (8 credits) and 9953 (3 credits) in the Business Administration Level 3 Qualification.



## About the Course

 **Classroom:** R 6,850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

How come we often feel we are communicating effectively with our colleagues, but they still manage to misunderstand us?

The reason is that we all communicate differently, depending on our personal preferences – AND depending on our personal thinking style.

Understanding how we communicate is the first step to actively managing our daily business communication —which will result in increased efficiency, reduced conflict and a better performance within our team.

This **Intelligent Business Communication Skills** 2-day course will benefit anyone who would like to boost their core business skills by learning to communicate effectively and professionally within the business environment.



[View Public Dates](#)




2 Days



Accessible from any Location on any Device



Certificate of Attendance

 **Course aligned to Unit Standards 9960 (8 credits) and 9953 (3 credits) in the Business Administration Level 3 Qualification.** *Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.*

## What you will learn

- Assessing the vital role communication plays in organisation success
- Understanding the neuroscience behind communication and its practical significance
- Your dominant thinking and communication style - and the impact of this on those you interact with
- Using this knowledge to pick up and appropriately respond to communication cues from others
- Learning how to take appropriate "communication risks" that will help you to build longer term trust
- Understanding how communication styles influence the confidence in a business relationship
- Discovering the communication behaviours you have to avoid AT ALL COSTS!

## Who should attend

Newly appointed managers, secretaries, personal assistants, administrative professionals, line-managers and project managers, supervisors, marketing and sales professionals, foremen, technical managers, team leaders, financial professionals, warehouse managers, customer support staff.



“An eye-opening course that gave me a lot of self-discovery about my current interpersonal communication skills. The facilitator shared invaluable tips and techniques that I will be able to use, to improve my communication at work.”

- **Research & Development Technologist,**  
**RCL Foods**

## Course Programme Agenda

### People, Communication and Success

- Examples from everyday life and how good communication enhances success
- Discovering how good communication is linked to team performance and organisational success
- Learning what communication is and isn't
- Identifying what and how good teams communicate
- Understanding that some people are natural communicators while others have to work at it
- Realising why you need people with different communication and thinking preferences in a team

### Brain Science and its Significance

- Realising that your physiology affects the way you communicate and think
- What profiling tools are out there and how do they work?
- Understanding the physical influence of the brain on thinking and communicating
- Using what you know about yourself to discover where your communication and thinking preferences lie

### Your Personal Dominant Style in Relation to your Team

- Discovering the various communication and thinking styles
- Understanding the characteristics of each style
- Uncovering your own "language" – how you think and communicate - and that of your team
- Discussing the team dynamics based on your assessment of each team member's style
- Learning how to deal with people with different thinking and communication styles

### Putting Communication Intelligence to Work

- Learning to function in your less preferred styles to enhance communication with others
- Learning to value the uniqueness of team members
- Using your enhanced communication style to build trust and support team ethics
- Developing individual and team accountability and responsibility through clear task allocation and delegation

### Personal Mastery

- Believing in yourself and effective self-leadership
- Communicating your values, requirements and goals clearly and assertively

**This course will benefit anyone who would like to boost their core business skills by learning to communicate effectively and professionally within the business environment.**



## Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



### Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

\*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



### Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

\*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



## Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification\*



Provides a Great Networking Opportunity

## Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



### CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email [cassidy@cbm-training.co.za](mailto:cassidy@cbm-training.co.za). Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



## Interested? Here's the Next Step



### SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



### HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent (*available during business hours only*).

Alternatively, call us on +27 (0)11 454 5505 or email [info@cbm-training.co.za](mailto:info@cbm-training.co.za).

## ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

## GET IN TOUCH

+27 (0)11 454 5505

[info@cbm-training.co.za](mailto:info@cbm-training.co.za)

[www.cbmtraining.co.za](http://www.cbmtraining.co.za)

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