

# Communication Skills

## (E-Learning Course)



R 1, 250 Ex VAT



Course time: 218mins +



License valid for 14 days

### About the Course

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

### Who Should Attend

Newly Appointed Managers, Administration Officers, Factory Managers, Financial Professionals, IT Professionals, Project Supervisors and Staff, Supervisors, Engineers, Marketing and Sales Managers and Representatives, Technical Managers, Team Leaders, Warehouse Managers.

### Modules That Form Part of the Course

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Understanding Communication 1.0	Communication is the process of exchanging information between individuals, ensuring that this information is correctly received is vital to organisations and businesses.	10 Minutes
Communication and Channels 1.0	By learning about types and channels of effective communication, you will be better equipped to lead and manage within your company—no matter what your role!	25 Minutes
Communicating Effectively 2.0	This course will provide you with the necessary knowledge, skills, and confidence to be an effective communicator.	20 Minutes
Good Communication	Good communication skills are critical to your success in business. You have to be able to communicate your ideas as well as respond to ideas from others.	10 Minutes
Communication Barriers	Everyone knows communication is key to helping an organisation succeed. But what happens when there are barriers to effective communication. Since this is such a diverse topic, managers have a responsibility to set the tone and exercise best practices of communication.	25 Minutes
Overcoming Barriers to Workplace Communication	A communication barrier is anything that prevents people from effectively conveying their messages. However, there are also barriers that are inherent when a group of people try to work together. You should understand these barriers and how they can affect your organisation.	10 Minutes
Communication and Ethics	In today's fast-paced technical world, communication is moving quickly and misinformation can spread easily. In order to maintain ethical communication, businesses must be able to properly manage crisis situations and communicate with people from different cultures and experiences.	10 Minutes
Communication and Social Skills - Giving Feedback	Feedback is essential in the world of work. We all need feedback to progress and develop. Without it, we'd all stagnate. This course will guide you through giving out feedback in an effective, respectful way.	1 Minute

*Please note that this course is made up of a series of short modules, and is not an exhaustive, in depth look at this topic.*

## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Communication and Social Skills - Receiving Feedback	Being able to take feedback in a gracious, productive way is not only great for others around you; it hugely benefits your own development.	1 Minute
Communication Styles and Emotional Intelligence 1.0	Communication is vital to a successful career as a manager. Miscommunication happens all the time, and it can seriously get in the way of your success. However, everyone can improve communication skills. There are a few basic principles that can make you a better speaker and listener.	
Workplace Communication - Presentations and Nonverbal	For many people, the thought of making a presentation inspires anxiety. If you're one of those people, the best way to get over your fear is just to get up and do it. With time, it will get easier, and you might even start enjoying it.	10 Minutes
Making Meetings Matter	The best way to enhance productivity, increase engagement, and make work fun again, is to change the way all those meetings we spend so much time in are designed, led, and experienced. This course can help with that.	60 Minutes
Lead by Listening	Listening is the one skill that most employees say is truly important for their supervisors to have. With effective listening as your foundation, you can accomplish a lot as a leader. It is an important skill at work, just as it is in private life.	10 Minutes
Feedback and Non-Verbal Communication 1.0	In two-way communication, the parties alternate the roles of receiver and sender, exchanging messages through assorted barriers. Feedback enables each party to confirm the other's meaning and work toward understanding, while non-verbal communication helps lower the barriers to conveying and receiving meaning.	
Nonverbal Communication and Listening 1.0	In business, as in most other parts of life, being able to communicate well is a serious advantage. In communication, many important points are missed because people make mistakes without realising it. If you understand the different ways ideas are communicated, you will be much better prepared to speak and listen to your partners, customers, employees, and bosses.	
Types of Communication Styles in an Organisation 1.0	What kind of communicator are you? The way you communicate with others can make the difference between success and failure in your career, so this topic deserves some attention. There are different types of communicators and different types of communication styles used in personal and business communication.	
The Business of Communication	No organisation can function if its members do not communicate effectively and understand each other. Few businesses can grow without innovation and refinement. When the time comes to develop a new product, proper communication among everyone involved is vital for that product's success.	10 Minutes
Communications and Social Skills - Resolving Conflict 1.0	Conflict is a part of life. There is no avoiding it. Especially at work. So, you may as well tackle it head-on.	1 Minute
Communication Skills All Managers Must Master 2019	Communication is complex and one of the most important skills for a manager. Good communication provides information needed by employees to accomplish their work and it fosters engagement, trust and commitment.	15 Minutes

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