

Derek Hendrikz Consulting presents:

# Communication Skills

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	4
Total Credits:	6
SETQAA Accreditation:	Services SETA – Decision Number 2072

## About the workshop:

The Communication Skills Programme is aimed at any person who will benefit in acquiring verbal, written and non-verbal skills within organisational context. Some of the areas covered in this programme are:

- ✓ Basic elements of communication
- ✓ Effective verbal communication
- ✓ Effective non-verbal communication
- ✓ Understanding body language
- ✓ Applying NLP in communication
- ✓ Using communication skills in conflict situations
- ✓ Written communication & report writing
- ✓ Communication strategy

## The workshop outcome:

After completion of this workshop the learner will be able to apply effective communication skills in a variety of ways.

## SETQAA Accreditation:




For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	US Number:	NQF Level:	Credits:
Apply communication principles, strategies and processes in a leadership role	120394	4	6

Learners will be assessed on the following specific outcomes:

1. Explaining communication processes and the role of the leader in this process.
2. Identifying and utilizing communication tools and strategies.
3. Utilising information technology to enhance communications.
4. Developing strategies to overcome barriers to communication.
5. Applying the theories, principles and models of communication to a leadership role within a specific context.
6. Applying the principles of effective communications in media relations.

## Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Permanent record keeping of all results and assessments.

**Training methodology:**

The programme is a highly interactive one, where participants use games and simulation exercises to achieve the workshop objective. Each participant will receive a workbook and be assessed during the workshop. The workshop will have a post workshop assignment, which will be used for assessment purposes. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

**Programme:**

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to communication skills.	Being effective in verbal communication.	Barriers to effective communication.
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	The various dimensions of communication.	Being effective in written communication.	Effective communication in conflict situations.
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Communication strategy.	Understanding body language and other non-verbal communication.	Applying neuro –linguistic programming (NLP) techniques for effective communication.
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

**Who Should Attend?**

- Management on all levels.
- Personal Assistants & Secretaries.
- Employees who want to be effective in communication skills.
- Any person interested in practising effective communication skills.

**Day 1:*****Introduction to communication skills***

- The communication process.
- Active listening.
- Filtering.
- Judging.
- Self-disclosure.
- Expression.

***The various dimensions of communication***

- Verbal, written & non-verbal.
- IT & communication.
- Business communication.
- Media communication.
- Interpersonal communication.

***Communication strategy***

- Intention vs. results.
- Positive reinforcement & conditioning.
- The art of influence.
- Audience analysis.

**Day 2:*****Being effective in verbal communication***

- Language as a model.
- Meta language.
- Getting the message across.
- The art of speaking.
- Knowing when to be quiet.

***Being effective in written communication***

- The art of writing.
- Using language.
- Report writing.
- Short notes.

***Understanding body language and other non-verbal communication***

- Facial expressions.
- Gestures.
- Postures.
- Breathing.
- Spatial relationships.

**Day 3:*****Barriers to effective communication***

- Contaminated messages.
- Hidden agendas.
- Culture & gender.
- Conflicting paradigms.
- Pre-judgement.

***Effective communication in conflict situations***

- Assertiveness.
- Dealing with difficult people.
- Non-aggressive confrontation.
- Verbal judo.
- Establishing rapport.

***Applying neuro-linguistic programming (NLP) techniques to effective communication***

- Understanding the three modalities (visual, auditory & kinaesthetic).
- Working with distortions.
- Working with deletions.
- Working with generalisations.
- Reading eye movement.

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**Beyond Comparison!**