

## Effective Communication Skills in the Workplace

### Course Details

COURSE TYPE	Value Added Unaccredited Training
COURSE TITLE	Effective Communication Skills in the Workplace
TARGET AUDIENCE	All Professionals
DURATION	1 Day
CERTIFICATE TYPE	Attendance
BENEFITS:	Employee wellness, MG spend & B-BBEE and



**Effective communication is essential in achieving productivity and maintaining strong working relationships at all levels of an organisation.**

Understanding the workings of this important skill can improve your personal experience when communicating, and your relationships and overall benefit those you communicate with, especially when working within an organisation.

#### **The topics we cover include the below:**

- **Person and emotional-based communication strategies** How to manage emotions and person-specific needs during conversations
- **Transactional Analysis Communication skills** How do know when to communicate in the correct egostate (Parent, Adult or child mode)
- **Strategic communication skills** Learn a structured approach to communication, when and how to appropriately communicate
- **Generational communication methods** How to communicate effectively with each Generation, Gen X, the Baby Boomers or Millennials
- **Non-verbal Communication** Importance of body language, tone of voice and facial expressions, how to communicate over email ect