



## **VIRTUAL INSTRUCTOR-LED TRAINING EFFECTIVE COMMUNICATION (2 DAYS)**

### **INTRODUCTION**

The **Effective Communication** training programme is for delegates to learn to communicate in a manner which is clear and precise, allowing others to understand an idea clearly. Delegates will understand the impact on them and their organisation of providing the best possible communication and communicating with others in a professional and effective manner.

### **REFERENCES**

*“I enjoyed every single moment of the course. Our facilitator was very good.”*

*“I enjoyed the interactions between us and the facilitator and the course opened my mind to a new way of communication.”*

*“I enjoyed listening to the problems my colleagues had and how to solve them and being assertive to my colleagues.”*

### **WHAT THIS COURSE CAN DO FOR YOU...**

- Understand the communication process
- Realise the responsibilities of the sender and receiver
- Determine the best channel of communication that is fit for purpose
- Determine the impact areas in general communication
- Explore listening skills and questioning techniques
- Determine ways of overcoming barriers to communication
- Expand understanding of the verbal and vocal element of communication
- Explore culture and verbal and non-verbal communication
- Gain insight into body language and its impact on communication
- Define the purpose and objective of effective business communication
- Updating business writing skills

### **TARGET AUDIENCE**

Everyone communicates vastly on a daily basis. Regardless of job title or experience, this course will provide insight to individuals on how to ensure that communication is effective.

## **COURSE CONTENT**

### **Introduction to Communication**

- Sender and Receiver
- Channels of Communication
- Impact Areas of Communication
- Listening Skills
- Questioning Techniques
- Barriers to Communication

### **Verbal Communication**

- The Vocal Element
- The Verbal Element
- Culture and Verbal Communication

### **Non-Verbal Communication**

- Body Language and Hand Gestures
- Facial Expression
- Eye Contact
- Posture and Movement
- Appearance Dress and Image
- Culture and Non-Verbal Communication

### **Introduction to Business Writing**

- Defining the Purpose of Effective Business Communication
- Getting Started – Get Organised

### **Composing a Text Using Plain Language**

- Introduction
- The Unloading Rate of Written Language
- Quick, Up-Dated, Up-Grade Business Writing

### **Adapting your Style**

- Adult to Adult Positioning
- Social/Personality Styles

### **Personal Accountability & Commitment Plan**

## VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

### Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

## POST COURSE ASSISTANCE

### “Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing FREE access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



### Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

## On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have FREE access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

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