



# Effective Communication Skills in the Workplace

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

## COURSE TYPE

### Short Course

Value added · unaccredited

## DURATION

### 1 Day

Classroom attendance

## CERTIFICATE

### Attendance

Issued by Amalga Training

## WHO ATTENDS

### All Professionals

No prior learning listed

## About this Course

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 day works through five approaches: managing emotions and person-specific needs during a conversation, transactional analysis and the correct ego-state, a structured or strategic approach to communicating, communicating across the generations, and non-verbal communication including body language, tone of voice, facial expressions and email.

## Who Should Attend

The course is open to **all professionals**:

- ▲ **Anyone working in a team** who has to be understood to get work done.
- ▲ **Managers and supervisors** giving instructions and handling difficult conversations.
- ▲ **Client-facing staff** communicating across generations, in person and in writing.

## By the end of the course, a delegate will be able to:

### Manage emotion 01

Manage emotions and person-specific needs during a conversation.

### Use the right ego-state 02

Know when to communicate in the correct ego-state: Parent, Adult or Child mode.

### Communicate strategically 03

Apply a structured approach to when and how to communicate appropriately.

### Cross the generations 04

Communicate effectively with Gen X, the Baby Boomers and Millennials.

### Read the non-verbal 05

Use body language, tone of voice and facial expressions deliberately.

### Write it well 06

Carry the same principles into email and other written communication.

## COURSE PATHWAY ► TWO MODULES IN ONE DAY, THEN A CERTIFICATE OF ATTENDANCE

### 1 MODULE

#### Person-Centred

#### 2 Topics

Emotion, person-specific needs and ego-states.

### 2 MODULE

#### Strategic & Non-Verbal

#### 3 Topics

Structure, generations and non-verbal signals.



### FINAL

#### Certificate Attendance

Issued on completion of the day.

## Course & Module Breakdown

### Two modules in one day

The five course topics are grouped into two modules: the person in front of you and the emotion in the room, and then the structure, timing and channel through which the message actually travels.

**2**

**MODULES**  
5 topics · 1 day

#### MODULE 1

### Person-Centred Communication

#### 2 TOPICS

Starting with the person and the emotion, because a technically correct message delivered into the wrong state does not land.

- ▶ **Person and Emotional-Based Strategies**  
How to manage emotions and person-specific needs during conversations.
- ▶ **Transactional Analysis**  
How to know when to communicate in the correct ego-state: Parent, Adult or Child mode.

#### MODULE 2

### Strategic and Non-Verbal Communication

#### 3 TOPICS

Then the mechanics: a structured approach, the audience in front of you, and everything the words themselves do not carry.

- ▶ **Strategic Communication Skills**  
A structured approach to communication, and when and how to communicate appropriately.
- ▶ **Generational Communication Methods**  
How to communicate effectively with each generation: Gen X, the Baby Boomers or Millennials.
- ▶ **Non-Verbal Communication**  
The importance of body language, tone of voice and facial expressions, and how to communicate over email.

### Certification & Benefits

Each delegate receives a certificate of attendance on completion of the day. As value added training, the course contributes to:

- ✓ Employee wellness
- ✓ Mandatory grant (MG) spend
- ✓ B-BBEE skills development
- ✓ Value added training