



DO YOU KNOW WHAT'S GOING ON?

A BUSINESS COMMUNICATION WORKSHOP



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WORKSHOP OUTLINE & OBJECTIVES

- Facilitating effective communication in your business
- Identifying the major barriers to communication in the office
- The function of nonverbal codes
- The 5 stages of the listening process
- 7 simple techniques for more effective listening
- What can you do to improve your questioning technique?
- Understanding the importance of e-mail communication and common e-mail mistakes
- The importance of the telephone in business
- Identifying effective telephonic communication techniques
- Identifying the key things we should consider when making a call
- Managing different caller behaviours

WORKSHOP SCHEDULE

- 08:30 Registration & Coffee
- 09:00 Workshop Commences
- 10:30 Morning Refreshments
- 13:00 Lunch
- 15:00 Afternoon Refreshments
- 16:00 Workshop Ends

COURSE METHODOLOGY

This workshop is conducted with maximum use of practical application of the skills acquired. Participants will, both by themselves and in groups, work with role plays, problem solving, case studies and unique training exercises to ensure they acquire, reinforce and retain newly acquired skills, attitudes and characteristics.

EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint of Agencies.

