



IT'S NOT WHAT YOU SAY!

A COMMUNICATION WORKSHOP



IT'S NOT WHAT YOU SAY! A COMMUNICATION WORKSHOP

WORKSHOP OUTLINE & OBJECTIVES

- Defining exactly what communication is and what it Involves.
- Identifying the key barriers to effective communication.
- Understanding the importance of
• Listening.
- Formulating and using questions to acquire information.
- Clarifying information and avoiding misunderstandings.
- Determining the organisations attitude toward communication.
- Managing and overcoming communication breakdowns.
- Evaluating the effectiveness of communication within your organisation.

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.

