

COMMUNICATE AND COLLABORATE

US 252027 / NQF Level 5 / 6 Credits

Research by Carnegie Mellon University that took place over a 10-year period, concluded that the most important skills that differentiates between average and excellent job performance are ***interpersonal communication, relationship building, teamwork, networking and persuasion.***

At KZNBTC we offer a wide range of communication skills training that will assist you to develop these very skills. Understanding that many people want to walk away from training interventions with an accredited certificate, we took an 'almost there' unit standard, shaped it, added to its scope, and created some practical training elements to bring you this two-day course on enhancing your ability to build relationships, communicate effectively, and collaborate with clients, customers, colleagues.

WHO SHOULD ATTEND

- Business owners
- Managers
- Divisional heads with managers reporting to them
- Although the course is intended for staff in managerial positions it will benefit professionals or other staff members who liaise internally at all levels, but do not have direct reports

HOW YOU WILL BENEFIT

- Appreciate the benefits of good communication both internally and externally
- Recognise the benefits of collaboration to get the job done
- Improve relationships and learn how to manage them better
- Improve communication both vertically and horizontally
- Influence others positively
- Learn to deal with tough interpersonal discussions
- Reduce and manage constructive conflict unemotionally

WHAT WILL BE COVERED

Module 1: Liaise and network with stakeholders

- Understand the purpose and benefits of networking both internally and externally
- Identify opportunities for networking
- Explore the essentials of building and maintaining relationships
- Deepen awareness of fundamentals of human behaviour
- Develop techniques to build and maintain relationships and positively influence others
- Understand the goals of business communication

Module 2: Methods for developing relationships with team members

- Explore means to develop the objectives of communicating between team members
- Identify opportunities for team members to discuss work-related and personal issues
- Understand how to give feedback and advice (and how to receive it) to others in a positive manner
- Understand the importance of keeping team members, managers and colleagues informed

Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

Module 3: Establish constructive relationships with manager(s)

- Understand how to enhance your working relationship with your manager
- Explore methods for seeking and exchanging information with managers across the organisation
- Develop confidence to raise concerns over quality of work
- Explore appropriate email etiquette for written communication purposes
- Explore how to word messages to be more concise and less wordy

Module 4: Identify and minimise conflict

- Explore the use of interpersonal skills to minimise and resolve conflict
- Explore the actions that can be adopted to resolve potential and actual conflict.

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