

COMMUNICATE AND COLLABORATE

US 252027 / NQF Level 5 / 6 Credits

Research by Carnegie Mellon University that took place over 10 years, concluded that the most important skills that differentiate between average and excellent job performance are interpersonal communication, relationship building, teamwork, networking and persuasion.

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 insightful two-day course on enhancing your ability to build relationships, communicate effectively, and collaborate with clients, customers, and 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 with emotional control.

WHAT WILL BE COVERED

- Purpose, benefits, and opportunities for networking both internally and externally
- Essentials of building and maintaining relationships
- Behaviours that enhance or hinder great communication
- Techniques to build and maintain relationships and positively influence others
- Intentional communication focused on goal achievement
- Developing team collaboration, growth, and cohesiveness
- Enhancing working relationships with your manager(s)
- Email etiquette
- Using interpersonal skills to minimise and resolve conflict
- What to do when conflict arises.

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Two-day course 08:30 -16:00

Tel: (031) 267 1229

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| Module 1 Liaise and network with stakeholders | Module 2 Methods for developing relationships with team members |
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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |

| Module 3 Establish constructive relationships with your manager(s) | Module 4 Identify and minimise conflict |
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| <ul style="list-style-type: none"> • 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 the quality of work • Explore appropriate email etiquette for written communication purposes • Explore how to word messages to be more concise and less wordy | <ul style="list-style-type: none"> • 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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