COMMUNICATE AND COLLABORATE

The Advanced Workplace Etiquette Course

US 252027 / NQF Level 5 / 6 Credits

Shape your workplace reputation through effective communication, collaboration, and accountability

Workplace culture isn't just about values on display or well-written policies, it's shaped by daily interactions. The way people communicate and collaborate directly impacts productivity, relationships, and success.

This course equips professionals with the tools to take ownership, communicate with impact, and strengthen their influence, all while fostering a culture of accountability, respect, and high performance. It's not just about etiquette; it's about creating a workplace where people engage meaningfully, resolve issues constructively, and work together effectively to achieve results.

If you want a workplace where communication drives success rather than causing frustration, this course is the reset your team needs.

*For greater workplace impact, pair this course with **Mastering Managerial Communication**, which helps managers refine their communication to complement team members' skills. When both leaders and teams communicate effectively, accountability and collaboration thrive.*

WHO SHOULD ATTEND

- Professionals at all levels who want to enhance their communication and collaboration skills
- Teams looking to strengthen team dynamics
- Employees who want to take ownership of their role and build a reputation for professionalism

HOW YOU WILL BENEFIT

- Communicate with clarity and confidence to influence workplace interactions
- Strengthen collaboration and teamwork by fostering positive relationships
- Build a professional reputation based on accountability, integrity and effectiveness
- Reduce workplace misunderstandings and conflict through intentional communication
- Develop proactive habits that align with organisational values and culture
- Take ownership of your communication and actions to achieve personal and professional success

Two-day course 08:30 -16:00
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WHAT WILL BE COVERED

The Essentials of Collaborative Communication

- Why communication is your most powerful tool for influence and success
- Identifying behaviours that enhance or hinder great collaboration
- Techniques to build and maintain relationships and positively influence others
- Intentional communication focused on goal achievement

Representing Your Organisation Inside and Out

- Owning your role: every employee is a brand ambassador
- Professionalism in action: beyond dress code and emails
- The 'silent impact' of your attitude, responsiveness and reliability
- Aligning your communication with company values and culture
- Turning policy into daily habits with a strong code of conduct

Creating a Constructive Relationship with Your Manager

- Personal accountability: living up to expectations with commitment and action
- Breaking the habit of excuse-making: taking ownership of challenges
- Managing deadlines and priorities through proactive communication
- Taking initiative: staying ahead of expectations through clear updates
- Communicating issues with a solution-oriented mindset
- Building credibility through integrity, follow-ups and transparency

Establishing Constructive Relationships with Colleagues

- Breaking the 'silo mentality': thinking and working collaboratively across teams
- Avoiding the hidden costs of poor communication: reducing time-wasting and rework
- Using email as a tool to be more effective and efficient
- Enhancing communication flow through clear feedback, updates and requests
- Receiving feedback professionally: shifting from defensiveness to growth

Minimising Conflict and Maximising Professionalism

- The workplace values that create harmony: respect, consideration and helpfulness
- Recognising behaviours that damage collaboration, creativity and trust
- Addressing problems and frustrations with emotional maturity

Bringing It All Together: Integrity as a Daily Practice

- Why your professional reputation is shaped by daily actions, not just your job title
- Strengthening your influence and credibility through personal integrity
- Taking ownership of your words, actions, and workplace impact
- Committing to positive communication for long-term success