

# COMMUNICATION HARMONIOUS TEAMWORK

## Creating a Culture of Collaboration

Non-Credit Bearing

***"If you just communicate, you can get by.  
But if you communicate skilfully, you can work miracles." – Jim Rohn***

Have you ever wondered why some teams seem to work seamlessly together while others struggle with misunderstandings, tension and inefficiency? The key lies in effective communication - not just what we say, but how we say it, when we say it, and the impact it has on those around us.

We rely heavily on communication to make organisational goals happen, yet different personalities, perspectives, and communication styles can sometimes cause friction. A single misinterpreted email, an abrupt comment, or an assumption left unchecked can lead to unnecessary conflict and disrupt team harmony. Strong communication skills are not just a 'nice-to-have' - they are essential for fostering a positive, productive and respectful work environment.

This course is designed to help professionals at all levels sharpen their interpersonal communication skills, build stronger workplace relationships, and develop the confidence to positively influence others. We will explore both verbal and written communication, with a focus on relationship-building, teamwork, and professional etiquette.

If you have ever felt that miscommunication is holding your team back, this is the course for you. Great communication is not just about talking - it's about connecting, collaborating, and creating a culture where people feel heard, valued and motivated to work together.

### **WHO SHOULD ATTEND**

- All staff at every level who want to improve collaboration and teamwork
- Professionals who want to communicate with more confidence and clarity
- Teams looking to create a more positive and productive work environment
- Anyone who wants to reduce workplace misunderstandings and conflict

*One-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

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### **HOW YOU WILL BENEFIT**

- Achieve goals more effectively through improved collaboration and communication
- Foster a respectful, considerate and harmonious working environment
- Strengthen both internal and external communication for better business results
- Reduce workplace stress by minimising miscommunication and conflict
- Enhance professionalism through improved business etiquette

### **WHAT WILL BE COVERED**

#### **Building strong workplace relationships**

- Understanding the fundamentals of human collaboration

#### **Techniques to strengthen workplace relationships and maintain trust**

- Back to basics: considering how your behaviour impacts others
- The difference between goal-driven and emotionally-driven communication
- The impact of tone, body language, and word choice on workplace interactions
- Strategies to ensure your message is received as intended
- Active listening techniques to improve understanding and engagement
- How thoughtful questions can minimise assumptions and enhance problem-solving
- Using questions to instil accountability and uncover real needs
- Influencing in a positive and forward-thinking manner

#### **Tone and approach: The subtleties of influence**

- Adapting tone and communication style to suit different audiences
- Avoiding common tone pitfalls that create unnecessary friction
- Assertiveness vs. aggression: How to maintain credibility without conflict

#### **Your professional image: Making a lasting impact**

- The role of respect, integrity, and consideration in professional interactions

#### **Maintaining harmony through email etiquette**

- Writing emails with intention: ensuring purpose and impact
- Maintaining professionalism and harmony through tone
- Using email as a tool to achieve goals: aiming for conciseness and clarity

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