



**Palomino Training Solutions**  
specialists in corporate training

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## Communication Skills Training (1 day)

### Course Overview

**Fact:** *Many staff members struggle to apply the basic principles of communication, leading to misunderstanding and time wastage.*

In the information age, we have to send, receive, and process huge numbers of messages every day. But effective communication is about more than just exchanging information; it's also about understanding the emotion behind the information. Effective communication can improve relationships at home, work, and in social situations by deepening your connections to others and improving teamwork, decision-making, and problem-solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust. Effective communication combines a set of skills including non-verbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognise and understand your own emotions and those of the person you're communicating with.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

All individuals and professionals who would like to strengthen their communication and collaboration skills and work confidently with others.

### Course Outline

#### **SECTION 1: The Communication Process**

1. What is a Good Communicator?
2. What is Communication?

#### **SECTION 2: Organising your Communication**

#### **SECTION 3: The Communication Context**

1. Creating the Right Environment
2. Stress and Emotions

#### **SECTION 4: The Communication Channel**

1. Types of Communication
2. Choosing the Best Channel



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### **SECTION 5: *Delivering your Message***

1. Communicating by Speech
2. Communicating by Body Language
3. The Words we Use
4. 5 Tips for Better Communication

### **SECTION 6: *The Communication Barriers***

1. Common Barriers
2. Language Barriers
3. Psychological Barriers
4. Physiological Barriers
5. Physical Barriers
6. Systematic Barriers
7. Attitudinal Barriers

### **SECTION 7: *Feedback from the Receiver***

1. Reading the Receiver
2. Asking Questions
3. Probing
4. Listening
5. Active Listening Skills
6. Case Study

### **SECTION 8: *Enhancing Communication***

1. Self Image
2. Remembering Names
3. The Johari Windows
4. The Johari Styles