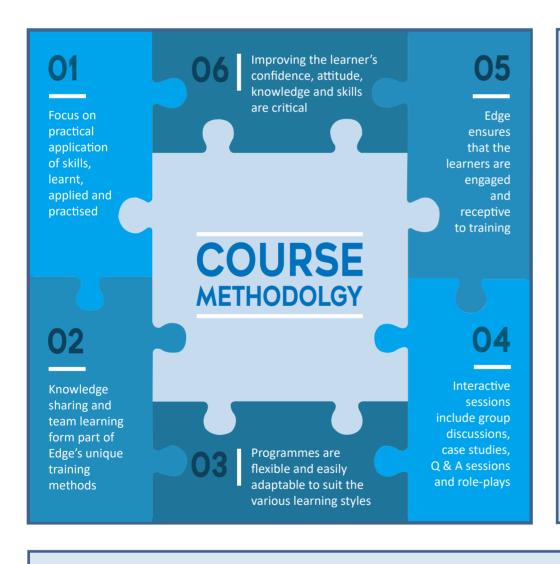


WORKSHOP OUTLINE

- What is communication?
- Understand the communication process
- Establish the importance of listening
- Discuss questioning techniques
- Identify conflict
- Evaluate the causes and effects of conflict
- Understand handling and resolving conflict
- Improve business communication
 - Telephonic Communication
 - E-mail Communication



OBJECTIVE

By the end of this course you will understand the process of communication, from the key elements involved to the barriers that prevent effective communication as well as being able to identify the qualities found in an ideal communicator. You will be able to evaluate conflict and carry out the necessary steps to resolving and finally with a focus on written communication your construction of business letters, e-mails and reports will be greatly improved.

EDGE TRAINING CONSULTANCY

With over 18 years of Human Development training experience, Edge Training has a Level 2 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed learnerships. Most of our learnerships and Workshops are also offered as online courses.

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