

INTERPERSONAL COMMUNICATION SKILLS 2 – 3 Days

Virtual | Blended | Online | Classroom

(Credits gained towards National Certificate: Business Administration, NQF 3)

1. UNIT STANDARD

Communicate verbally and non-verbally in the workplace

Unit Standard:	9960
NQF Level:	3
Credits:	8

2. PROGRAMME OVERVIEW

Humans are creatures of communication. We've been doing it for thousands of years. Almost every aspect of our day-to-day lives requires us to communicate successfully with other people. In the workplace, effective communication is essential.

While there are many types, forms and styles of communication between people, that vary with context and content, real-time, person-to-person interaction is the most important, especially in the workplace. Tracking cues, both verbal and non-verbal, are fundamental to building strong working relationships. After all, most problems in the office stem from a failure to effectively communicate.

The **Interpersonal Communication Skills** course is designed for learners who want to increase their overall interpersonal effectiveness by raising their awareness and developing key communication strategies.

3. LEARNING OUTCOMES

At the end of the **Interpersonal Communication Skills** course, delegates will be able to:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Communicate across different social styles
- Develop non-verbal and para-verbal communication skills
- Listen actively and effectively
- Develop questioning and feedback skills
- Learn to be assertive
- Learn how to resolve conflict situations

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

4. TARGET AUDIENCE

The **Interpersonal Communication Skills** course will benefit all employees who want to communicate more effectively and relate more easily to co-workers and customers by growing their people skills to achieve personal and career success

5. OUTLINE

Module 1: Introduction to Communication	Module 2: Communicating with others
The Communication model of the mind How our beliefs, attitude, values and behaviour affect the results we achieve How we project based on our perceptions Communication barriers (language, culture, time and place) The Locus of Influence	Rating and improving your Communication Skills Verbal and non-verbal communication: voice / tone / pitch Listening, Questioning and Feedback Skills Dealing with the angry and challenging Customer / Situation Role plays
Module 3: Social Styles	Module 4: Assertiveness
Self-assessments The four social styles Diagnosing challenges in interpersonal skills Dealing with and communicating across different social styles	The four legs of Assertiveness Aggressiveness vs. Non-Assertiveness vs. Arrogance vs. Influence Adult positioning (parent / adult / child behavior) Self-assessments
Module 5: The Way Forward	
A plan for dealing with and handling challenges in the workplace	

6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

Demonstrations, role-plays, experiential exercises, discussion activities and videos are used to encourage participation among delegates. Upon course completion, a report will be provided with the facilitator's feedback on the delegate's performance which identifies areas for further development

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7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

National Certificate: Business Administration, NQF 3

You might also be interested in the following courses. Click on the course name to learn more.

[Telephone & Reception Skills](#)

[Upcoming Events](#)

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