



**BUSINESS SOLUTIONS - ESSENTIAL BUSINESS SKILLS**

**CAREER DEVELOPMENT SHORT LEARNING PROGRAMME: COMMUNICATION AND STRATEGIES**

**ALIGNED TO SAQA UNIT STANDARD ID: 120394 - APPLY COMMUNICATION PRINCIPLES, STRATEGIES AND PROCESSES IN A LEADERSHIP ROLE**

**Duration:**  
**2 DAY PROGRAMME**

This programme is designed to help you improve your interactions with other people in your workplace or at home. It gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. It can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of communication with others that help reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

**Programme overview:**

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you the information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships
- Explain communication processes and the role of the leader in this process
- Identify and utilise communication and IT tools and strategies
- Develop strategies to overcome barriers to communication

**The following are included in the Course Fee:**

Tuition, student support and research supervision, any assessments that may be completed	
Meals	
Certificate of attendance	
<b>TOTAL</b>	<b>R 2500.00</b>

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I, (student/payment sponsor), acknowledge that I understand the information stated in this document.

Date: ..... Signature: .....

**This Information Sheet forms part of your enrolment contract**

*The content of this information sheet is subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice.*

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