*"Communication works for those who work at it."* – Jim Rohn



## Program Objectives

❖ **Apply communication skills across settings and audiences**

❖ **Demonstrate knowledge of communication theory and application**

❖ **Build and maintain healthy and effective relationships**

❖ **Use technology to communicate effectively in various settings**

❖ **Demonstrate appropriate and professional ethical behavior**

## Learning outcomes

❖ **Recognise communication styles and build audience rapport**

❖ **Reflect on methods and suitability of communication styles**

❖ **Appreciate the role of body language and voice tone**

❖ **Communicate message in an effective and engaging way**

❖ **Clearly understand the Process of communication**

## Learning Modalities

❖ **Highly Interactive sessions of questions and answers**

❖ **Introduction to various creativity and innovation concepts**

❖ **Pragmatic Case studies from a selection of industries**

❖ **Application of the frameworks and tools**

## Who should participate

❖ **Professionals at all levels who offer Customer Service or Support**

❖ **Support and service staff in the organisation**

❖ **Managers and Supervisors responsible for team outcomes**

❖ **Executives and Senior Executives dealing with high-level decisions**