



*Training Course:  
Communication Skills for Professionals*

*29 July - 2 August 2024  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Communication Skills for Professionals

Training Course code: PS235130 From: 29 July - 2 August 2024 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

### Introduction:

Welcome to the "Communication Skills for Professionals" training program, designed by Global Horizon Training Center. In today's fast-paced and interconnected world, effective communication skills are essential for success in any professional field. This comprehensive training program is tailored to equip participants with the necessary tools and techniques to enhance their communication abilities, fostering more productive and meaningful interactions in the workplace.

### Objectives:

By the end of this training program, participants will be able to:

- Understand the key components of effective communication.
- Develop active listening skills to better comprehend colleagues and clients.
- Master verbal and non-verbal communication techniques.
- Craft and deliver clear and impactful messages.
- Manage conflicts and difficult conversations professionally.
- Enhance communication in virtual and digital environments.
- Apply communication skills to leadership and teamwork scenarios.

### Methodology:

Our training methodology employs a balanced blend of theoretical knowledge, interactive exercises, role-playing, group discussions, case studies, and real-world simulations. Participants will have the opportunity to practice their skills in a safe and supportive environment, receiving feedback for continuous improvement.

### Target Audience:

This training program is designed for professionals across various industries who wish to enhance their communication skills and positively impact their workplace interactions. It is suitable for:

- Entry-level employees
- Mid-level managers
- Team leaders
- Project managers
- Client-facing roles
- Anyone seeking to improve their communication effectiveness

## Outlines:

### Day 1:

#### Foundations of Effective Communication

- Understanding the communication process
- Importance of effective communication in the professional context
- Verbal vs. non-verbal communication
- Barriers to communication and how to overcome them
- Interactive exercise: Building rapport and active listening practice

### Day 2:

#### Crafting Clear and Impactful Messages

- Clarity and conciseness in communication
- Choosing the right words for the intended message
- Structuring messages: Introduction, body, conclusion
- Tailoring messages to different audiences
- Practical activity: Drafting and delivering a persuasive message

### Day 3:

### Navigating Difficult Conversations

- Identifying and addressing communication challenges
- Strategies for managing conflicts constructively
- Emotional intelligence in difficult conversations
- Role-play scenarios: Handling disagreements and providing constructive feedback

### Day 4:

#### Communication in Professional Relationships

- Building strong professional relationships through communication
- Networking skills for effective relationship building
- Communicating up, down, and across the organizational hierarchy
- Group discussion: Sharing experiences and best practices in relationship-driven communication

### Day 5:

#### Adapting Communication to Digital Environments

- Challenges and opportunities of virtual communication
- Email etiquette and writing effective business emails
- Video conferencing and virtual meeting best practices
- Enhancing virtual presentations and webinars
- Simulated virtual meeting: Applying digital communication skills in a realistic setting

## Registration form on the Training Course: Communication Skills for Professionals

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
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