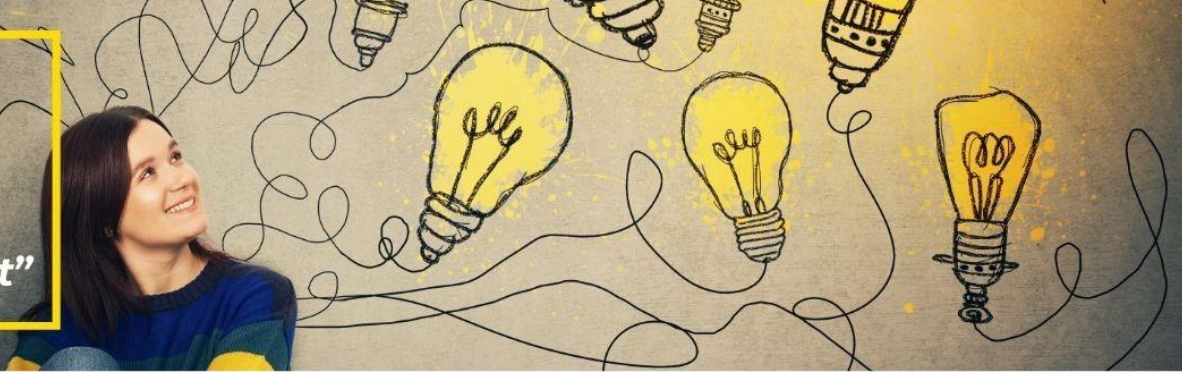


**"Shedding
Light
on Skills
Development"**



Kwelanga

TRAINING

engage | inspire | elevate

Effective Communication (1 Day)

A Specialised Kwelanga Training Programme

INTRODUCTION

The **Effective Communication** training programme is for delegates to learn to communicate in a manner which is clear and precise, allowing others to understand an idea clearly. Delegates will understand the impact on them and their organisation of providing the best possible communication and communicating with others in a professional and effective manner.

REFERENCES

"I enjoyed every single moment of the course. Our facilitator was very good."

"I enjoyed the interactions between us and the facilitator, and the course opened my mind to a new way of communication."

"I enjoyed listening to the problems my colleagues had and how to solve them and being assertive to my colleagues."

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the communication process
- Realise the responsibilities of the sender and receiver
- Determine the best channel of communication that is fit for purpose
- Determine the impact areas in general communication
- Explore listening skills and questioning techniques
- Determine ways of overcoming barriers to communication
- Expand understanding of the verbal and vocal element of communication
- Explore culture and verbal and non-verbal communication
- Gain insight into body language and its impact on communication
- Define the purpose and objective of effective business communication
- Updating business writing skills

TARGET AUDIENCE

Everyone communicates vastly on a daily basis. Regardless of job title or experience, this course will provide insight to individuals on how to ensure that communication is effective.

COURSE CONTENT

Introduction to Communication

- Sender and Receiver
- Channels of Communication
- Impact Areas of Communication
- Listening Skills
- Questioning Techniques
- Barriers to Communication

Verbal Communication

- The Vocal Element
- The Verbal Element
- Culture and Verbal Communication

Non-Verbal Communication

- Body Language and Hand Gestures
- Facial Expression
- Eye Contact
- Posture and Movement
- Appearance Dress and Image
- Culture and Non-Verbal Communication

Introduction to Business Writing

- Defining the Purpose of Effective Business Communication
- Getting Started – Get Organised

Composing a Text Using Plain Language

- Introduction
- The Unloading Rate of Written Language
- Quick, Up-Dated, Up-Grade Business Writing

Adapting your Style

- Adult to Adult Positioning
- Social/Personality Styles

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

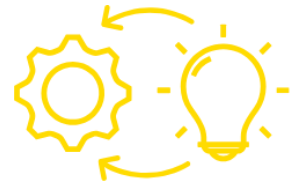


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*