

Improving Communication Skills

Cape Town (South Africa)

17 - 21 August 2026

UK Traininig

PARTNER



Improving Communication Skills

Code: LM28 From: 17 - 21 August 2026 City: Cape Town (South Africa) Fees: 3300 Pound

Introduction

All human interactions are a form of communication. In the business world, nothing can be achieved without effectively communicating with employers, employees, clients, suppliers, and customers. If you look at the most successful business people in the world, you will see people who have mastered the art of communication. And that's the difference between being a good communicator and being an advanced communicator - advanced communication is a true art form. It requires practice, finesse, and a skill set that goes beyond those that the average person possesses.

This course is designed for individuals looking to improve their communication skills and elevate them to an advanced level. Whether you want to improve communication skills in relationships or apply communication strategies in the workplace, this course provides the tools and techniques to help you enhance communication skills and make a lasting impact.

Course Objectives

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

- Differentiate between communication skills and advanced communication skills, and understand their application in various professional and personal contexts.
- Master the basics of communication, including the communication process, types of communication, and its essential elements.
- Level up communication skills by learning advanced techniques for engaging, influencing, and connecting with others.
- Gain the ability to build rapport and use it to strengthen relationships and interactions.
- Learn advanced communication tools and methods to improve communication effectiveness and reach your goals.

Course Outlines

Day 1: Introduction to Advanced Communication Skills

- What is the difference between communication skills and advanced communication skills?
- Explore the importance of communication in business and how effective communication strategies impact success.
- Review communication basics:
 - Communication process: how information flows from one person to another.
 - Elements of communication: verbal and non-verbal cues, tone, and body language.
 - How to improve communication skills by practicing the core elements.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in the foreground. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training
PARTNER

Day 2: Examining the Communication Process

- Understanding different types of communication: verbal, non-verbal, and written.
- How filters such as beliefs and assumptions can impact communication.
- Internal map, internal state, and behavior: understanding their role in influencing responses and actions.
- The importance of effective communication in relationships.

Day 3: Internal Representation and Perception

- Understanding internal representations: how we mentally organize information and perceive the world.
- Using language as a representational system to communicate effectively.
- Recognizing different representational systems Visual, Auditory, Kinaesthetic, and Auditory Digital.
- Using eye movements to determine representational systems and improve communication.
- Verbal cues and phrases for better communication with each system.

Day 4: Building Rapport

- The six steps to building rapport: establishing trust, connection, and mutual understanding.
- Calibration: adjusting your communication style based on the listener's feedback and responses.
- Perceptual positions: understanding others' viewpoints to enhance communication and cooperation.

Day 5: Tools for Advanced Communication

- Reframing: a technique to shift perspectives and guide conversations in a more productive direction.
- Linguistic tools for advanced communication, including how to use language to influence others effectively.
- Practical exercises for applying advanced communication tools in real-life scenarios.

Why Attend this Course? Wins & Losses!

- Learn how to improve communication skills in a variety of professional contexts, including relationships and team collaboration.
- Acquire advanced communication skills that will enhance your ability to connect, influence, and lead.
- Gain actionable tools for creating a communication plan for effective messaging.
- Master cross-cultural communication techniques to communicate effectively with diverse teams and clients.
- Understand the importance of communication in achieving personal and professional goals, and how to create a communication strategy that aligns with your objectives.

Conclusion

This improve communication skills course will equip you with the knowledge and strategies to become a highly effective communicator. Whether you are looking to improve communication skills in relationships or master communication strategies at work, this course will help you achieve your goals. You will leave with practical tools, advanced communication techniques, and the confidence to apply them to any conversation.

Don't miss this opportunity to transform your communication abilities and become an influential communicator in your personal and professional life.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding), Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO Electricity EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

