

## Advanced Communication Skills

*Cape Town (South Africa)*

*2 - 6 December 2024*

UK Training

**PARTNER**



## Advanced Communication Skills

Code: PS28 From: 2 - 6 December 2024 City: Cape Town (South Africa) Fees: 3300 Pound

### Introduction

In today's interconnected world, effective communication skills have become a critical asset in personal and professional success. The Advanced Communication Skills course is designed to elevate participants' communication abilities beyond basic interaction. Through a blend of theory and practical exercises, this course equips individuals with the tools to express themselves clearly, engage in impactful conversations, and build strong relationships. Participants will explore advanced techniques to master verbal and non-verbal communication, navigate challenging scenarios, and foster understanding across diverse contexts.

### Course Objectives

- Develop a deep understanding of advanced communication models and theories.
- Enhance verbal communication skills for various purposes, including persuasion, negotiation, and conflict resolution.
- Master the art of active listening and empathetic communication.
- Strengthen non-verbal communication cues such as body language, tone, and facial expressions.
- Build strategies for effective communication in diverse cultural and social settings.

### Course Outlines

#### Day 1: Foundations of Advanced Communication

- Introduction to advanced communication concepts and their significance.
- Exploring different communication styles and their impact.
- Understanding the communication process: sender, message, medium, receiver, feedback.
- Practical: Self-assessment of current communication strengths and areas for improvement.

#### Day 2: Verbal Communication Mastery

- Crafting persuasive messages: Rhetoric and techniques for influencing others.
- Strategies for effective negotiation and conflict resolution.
- Storytelling as a powerful communication tool: structuring narratives for impact.
- Practical: Role-playing exercises for negotiation and delivering persuasive speeches.

#### Day 3: The Power of Active Listening

- The art of active listening: techniques and barriers.
- Empathetic communication: understanding emotions and responding with sensitivity.
- Asking powerful questions to facilitate understanding and conversation.
- Practical: Pair-based activities to practice active listening and empathetic responses.

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#### Day 4: Non-verbal communication Proficiency

- Interpreting body language and gestures accurately.
- The role of tone, pitch, and pace in conveying meaning.
- Cross-cultural non-verbal communication: recognizing differences and similarities.
- Practical: Non-verbal communication exercises, including conveying messages without words.

#### Day 5: Communication in Diverse Contexts

- Communication across cultures: navigating language and etiquette sensitivities.
- Adapting communication for various settings: one-on-one, group, formal, informal.
- Virtual communication skills: mastering online meetings and digital correspondence.
- Practical: Simulated cross-cultural communication scenarios and a session on virtual communication best practices.

By the end of the Advanced Communication Skills course, participants will possess a heightened awareness of their communication abilities and be equipped with the expertise to engage confidently and effectively in a wide array of personal and professional interactions.



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