



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Effective Communication (Intra- & Interpersonal Skills)

Overview

Effective communication is the cornerstone of strong workplace relationships and professional success. This course provides delegates with a comprehensive toolkit to enhance both intrapersonal and interpersonal communication skills. By focusing on self-awareness, active listening, non-verbal cues, conflict resolution, and cultural competence, participants will gain the confidence to convey ideas clearly, adapt to diverse communication styles, and build collaborative, respectful workplace environments.

Objectives

On completion of this course, delegates will be able to:

- Understand their own communication style, preferences, and areas for improvement.
- Cultivate active listening skills to respond effectively to others.
- Enhance verbal communication for clarity, articulation, and adaptability.
- Manage awkward situations with professionalism and influence.
- Interpret and apply non-verbal communication (body language, tone, gestures).
- Apply strategies for addressing and resolving workplace conflict.
- Recognise behavioural patterns and understand how people act and respond.
- Strengthen cross-cultural communication skills for diverse workplaces.
- Use digital communication tools (email, chat, video calls) effectively and professionally.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by an experienced subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is recommended for employees across all organisational levels and departments, including:

- Managers & Leaders
- Team Members
- Customer Service Representatives
- Sales & Marketing Teams
- Human Resources Professionals
- Administrative & Support Staff

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Communication • The communication process • Effective and efficient communication techniques • Active listening skills • Verbal and non-verbal communication • The value of constructive feedback • Professional communication in digital channels
Module 2	Intrapersonal Communication Skills • Building self-awareness and self-reflection • Self-management and emotional regulation • Developing self-motivation • Mindfulness practices for personal communication effectiveness
Module 3	Interpersonal Communication Skills • Empathy and compassion in communication • Managing professional relationships • The importance of respect in workplace communication • Building rapport with colleagues and clients • Cross-cultural awareness in global business settings

Module 4	Communication & Conflict Resolution • Identifying communication breakdowns in conflict situations • Tips and strategies for conflict resolution in the workplace • Using assertive communication in high-stress interactions • Emotional intelligence techniques for de-escalating conflict
Module 5	Assertiveness & Workplace Attitude • Aggressive, passive, and assertive behaviours explained • Developing assertive communication skills • Steps to confident and controlled communication • Using humour and positivity appropriately • Role-playing scenarios to practise assertive yet respectful communication

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire