

Advanced Communication Skills for Effective Professionals Course Details

Department: Administration and Customer Service

Presented by Magna Skills Development Institute

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CORPORATE TRAINING
Agency

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Course Summary

Whether you are presenting your business ideas or attempting to resolve a conflict within your company or team, communication is key to reaching your goal. The aim of this course is to assist you in becoming a more effective communicator by learning how to identify people's thinking patterns and preferred learning methods and by tailoring your communication accordingly. You will learn how to use every resource you have available to elevate your speeches and presentations from mundane to captivating. Moreover, in this training course, you will learn how to resolve even the most problematic conflicts using a variety of approaches and proven techniques. You will identify your preferred conflict resolution style and learn how to adapt it to tackle the situations you may face as well as become equipped with the ability to diffuse conflicts and use them as a platform for positive change.

Course Objectives

- Use advanced communication tools and skills to deliver various types of messages
- Discover the different personal listening styles and identify their own
- Practice and use assertiveness skills in different situations
- List the main causes for boring and ineffective presentations and ways for overcoming them
- Project the right verbal and non-verbal characteristics essential in powerful presentations
- Pinpoint the main reasons that lead to Public Speaking Anxiety (PSA) and ways for eliminating them prior to presenting
- Define and understand the different sources of conflict
- Identify personal conflict resolution styles
- Manage conflict in teams and engage in effective team problem solving

Course Outline

- Defining effective communication
 - Communication: definition and characteristics
 - Myths about communication
 - Communication functions
 - The four laws of communication
 - Evolution of communication
 - Communicating for results
 - Understanding elements of communication
 - Mehrabian's 55-38-7 rule

- Overcoming communication anxiety and other obstacles
 - Communication etiquette
- The art of listening
 - Common listening issues
 - Guidelines for effective listening
 - Effective listening and paraphrasing techniques
 - Understanding different listening styles: active versus passive styles
 - Improving the information recall rate
 - Assessing personal listening profiles
- Body language in communication
 - The hands, legs and the eyes
 - To move or to stay put?
 - Tips for effective body positioning
 - Guidelines for animating the legs and hands
 - Characteristics of captivating verbal delivery
 - Avoiding clichés and euphemisms
 - The dangers of smart casual
 - Dress and appearance: what are the rules?
- Public Speaking Anxiety (PSA)
 - Reasons why most people get nervous
 - Adrenalin and its effect on presentations
 - Dealing with PSA: short and long term solutions
 - What do great presenters do?
- Definitions of conflict
 - Nature and scope of conflict management
 - Misconceptions about conflict
 - Sources of conflict
 - Positive and negative factors of conflict
 - When conflict comes between you and your desired results
- Thomas–Kilmann conflict resolution mode instrument
 - Scoring and interpretations
 - Ways of coping with conflict
 - Assumptions and outcome of conflict

- Managing conflicts and using appropriate style for more effective outcomes
- Approaches to conflict resolution
- Giving and receiving feedback
- Assumptions in disagreement
- Creating a collaborative work environment for faster and better results



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.