



**Length: 2 Days (8:30 – 16:30)**

## ABOUT THIS TRAINING

Working with people can be a daunting experience. It is essential that teams work together and learn to communicate effectively, so that they are able to deal with different personality types and difficult people.

## WHO SHOULD ATTEND

All individuals and professionals who would like to improve their overall effectiveness at work by improving their communication and conflict management skills.

## WHAT WILL I LEARN?

- What your own behavioural style is and how to communicate with the different styles within your team
- Identify and challenge your negative inner dialogue
- How to deal more effectively and confidently with conflict situations
- The importance that language and body language play in communication
- What skills to practice to improve your relationships with difficult people
- How to say “no” to unreasonable requests and ask for what you want

## COURSE OUTLINE

### Module 1: Understanding Behaviour

- Understand why people behave the way they do and what makes them “tick”
- Social Styles

### Module 2: Effective Communication in Teams

- Listening and assessing your teams needs
- Communicating more clearly and assertively in team meetings
- Giving your team constructive feedback
- Tips for communicating with the different personality types in your team
- Cultural diversity in your team and cross-cultural factors that affect communication

### Module 3: The Link Between Assertiveness, Confidence and Self-Esteem

- The difference between assertive, aggressive and passive behaviour
- How self-esteem affects your confidence and influences your behaviour

### Module 4: How to Handle Difficult People Assertively

- Overcoming barriers to assertiveness
- Recognising and dealing with fear and apprehension

### Module 5: Communication and Body Language

- Taking control through body language
- Making your message clear by using assertive and positive language

### Module 6: Managing Conflict in the Workplace

- Understanding the other person’s perspective
- Dealing with difficult people and team members
- Five ways of handling conflict

### Module 7: Your Personal Action Plan

- Using the tools and techniques you have learned in this course

# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.