



NIPAM
NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT

Short Course

Communication Skills

NIPAM



Communication Skills

This Communications Skills Course helps people communicate effectively, appropriately and clearly in all situations. This is a great course for public servants as the benefits can have a positive effect on every aspect of their professional and personal lives.

Communication plays a pivotal role in the day to day running of any business. As such, it needs to be properly managed as it has the power to either make or break business contacts. Communication can be considered as the heart of all public sector enterprises and the most important of all business skills. The ability to transmit information helps both clients and employees feel they can communicate with and ultimately trust each other.

Learn to understand how you communicate, how others communicate and adjust to meet their needs. This will help them receive your message more clearly and improve relationships in general.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Understand the importance of communication in business operations
- Identify the different stages in the communication process
- Identify and understand the barriers to communication
- Understand the various reports available in business.
- Describe the functions, types, and directions of communication channels in their organisation.
- Learn to actively listen and obtain feedback to understand others and build rapport
- Read non-verbal communication signals
- Increase the credibility and clarity of messages they send to others
- Understand the impact of unethical communication

Course Modules

Module 1: Understanding yourself and others

What is your personality type? What are your communication preferences? What other personality types are out there? What are their communication preferences?

Module 2: Understanding Communication Barriers and

An Overview of Common Barriers; Language Barriers; Cultural Barriers; Differences in Time and Place

Module 3: Paraverbal Communication Skills and Speaking like a Star

The Power of Pitch; The Truth about Tone; The Strength of Speed; S = Situation; T = Task; • A = Action; R = Result

Module 4: Active Listening Skills; Appreciative Inquiry and Mastering the Art of Conversation

Understanding Active Listening; Sending Good Signals to Others; Level One: Discussing General Topics; Level Two: Sharing Ideas and Perspectives; Level Three: Sharing Personal Experiences; NIPAM Top Networking Tips

Module 5: Non-Verbal Communication and Conversational Psychology

All About Body Language; Interpreting Gestures; Understanding Precipitating Factors; Establishing Common Ground; Using "I" Messages



Dates

22 - 26 January 2018

5 - 9 March 2018

Venue

NIPAM Campus, Windhoek, Khomas Region, Namibia

Entry Requirements

Applicants must be appointed officials in central, regional and local government and State Owned Enterprises.

Assessment

The course is assessed through individual assignments class exercises, case studies, class based group project and field projects.

Duration

The course consists of five core modules which are offered over a period of five days.

Cost

N\$ 3,650.00 per person (for participation and learning materials only)

Contact Details

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