[**Communication**](#TT)**, Facilitation, Dealing with Conflict**

 SAQA US ID 242891 NQF level: 3 Credits: 10

### TARGET GROUP

Officials who are in managerial and supervisory positions, from salary level 7 (Administrative Officer) up to level 10 (Assistant Director and equal grading) including secretaries.

### COURSE PURPOSE

The purpose of this course is to help managers/supervisors to recognise, increase and use a higher level of his/her communication potential.

### COURSE DETAILS

**Course Outline**

* The Communication Process
* Major Modes of Communication
* Effective Listening Skills
* Written Communication
* Dealing with Conflict Assertively
* Convincing, Persuasive Communication
* Intercultural Communication and Diversity

**Outcomes**

After the completion of the course, the participants should be able to:

* Understand and apply the communication process;
* Understand the various modes of communication;
* Improve their listening skills;
* Improve their writing skills;
* Deal assertively with conflict;
* Use communication to convince and persuade;
* Communicate effectively inter-culturally and with regards to diversity.

**Evaluation**

* Evaluation is done during the course using the assignments, exercises, and role-plays.

### TRAINING METHODOLOGY

1. Lectures
2. Group Discussions
3. Questionnaires
4. Role-play
5. Assignments
6. Videos

**PREREQUISITES**

None

**DURATION OF COURSE**

3 days.

**CERTIFICATE**

NQF, Seta accredited