

## Communication Skills

The practice of good communication reduces unproductive conflict and enhances team morale and customer relations.

### Objectives

After successful completion of this course, participants will be able to:

- Understand the principle of two-way communication
- Understand the concept of assertiveness
- Listen attentively
- Use questions skillfully
- Recognise the importance of non-verbal and verbal communication

### Benefits

For the participant, a reduction in conflict and misunderstanding through clearer and more precise communication.

For the organisation, improved staff and customer relations resulting in a smoother running operation.