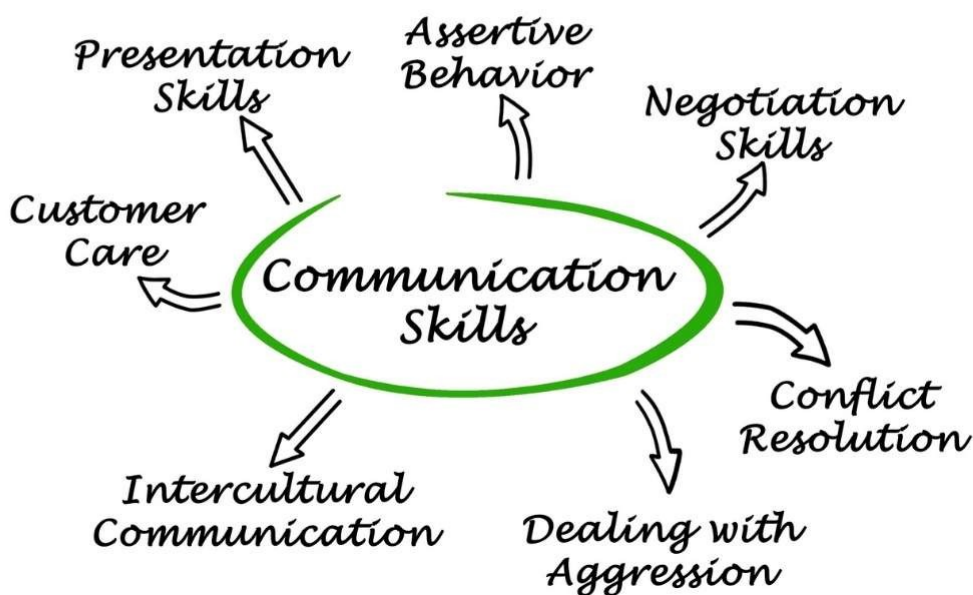


CRITICAL COMMUNICATION FOR SUCCESS



Communication is simply a two-way process of exchanging ideas, information or transmitting verbal and non-verbal messages.



This course focuses on the challenges of relating and enhancing your communicating skills with everyone. Participants will be able to:

- **Express emotions**
- **Achieve joint understanding**
- **Get things done**
- **Pass on and obtain information**
- **Reach decisions**
- **Develop successful relationships**

Truths about communication
Ways and effects of communication

What is communication
Types and methods

The flow of communication
Barriers to effective communication

Body language
Speaking skills

Listening skills
Writing skills

Presentation skills

7c's of communication