

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Communication

Course Name:
Communication Skills
for Leaders:

*Communicate with
clarity, accuracy and,
impact*



COURSE DURATION: 2 Days

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302



087 941 5764



sales@impactful.co.za



impactful.co.za

COURSE OVERVIEW

Participants will learn enhance their leadership communication skills, enabling them to convey messages clearly, accurately, and with significant impact. This course is designed to help leaders improve their ability to inspire, influence, and effectively engage with their teams and stakeholders.

COURSE OBJECTIVES

By the end of this course, you will be able to:

1. Understand the importance of effective communication in leadership.
2. Develop skills to communicate with clarity and precision.
3. Learn techniques to ensure messages are understood as intended.
4. Enhance the ability to communicate with impact and influence.
5. Improve active listening skills and provide constructive feedback.
6. Master various communication mediums and adapt to different audiences.

COURSE OUTLINE

Module 1: Introduction to Leadership Communication

- The role of communication in leadership
- Key components of effective communication
- Common communication barriers and how to overcome them

Module 2: Communicating with Clarity

- Principles of clear communication
- Structuring your message for clarity
- Eliminating jargon and ambiguity
- Techniques for simplifying complex information

Module 3: Ensuring Accuracy in Communication

- The importance of accuracy in leadership communication
- Fact-checking and verifying information
- Strategies for clear and accurate written communication
- Avoiding miscommunication and misinterpretation

Module 4: Communicating with Impact

- Techniques for captivating your audience
- Using storytelling to enhance your message
- Leveraging non-verbal communication
- Crafting powerful and memorable messages

Module 5: Active Listening and Feedback

- The importance of active listening in leadership
- Techniques for active listening
- Providing constructive feedback
- Encouraging open and honest communication

Module 6: Adapting Communication Styles

- Understanding different communication styles
- Adapting your style to suit your audience
- Communicating across different cultures
- Managing remote and virtual communication

Module 7: Persuasive and Influential Communication

- Techniques for persuasive communication
- Building trust and credibility
- Influencing without authority
- Handling objections and difficult conversations

Module 8: Effective Use of Communication Medium

- Choosing the right medium for your message
- Best practices for email and written communication
- Effective public speaking and presentations
- Utilizing digital tools and social media for leadership communication

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client