NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

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.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days

COURSE LEARNING OUTCOMES

- 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.

WHO SHOULD ATTEND?

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

COURSE CONTENT

Module 1: Understanding yourself and others
Module 2: Understanding Communication Barriers and
Module 3: Paraverbal Communication Skills and Speaking like a Star
Module 4: Active Listening Skills; Appreciative Inquiry and Mastering the Art of Conversation
Module 5: Non-Verbal Communication and Conversational Psychology

For enquiries please contact:
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