

## COMMUNICATING EFFECTIVELY

**Course duration:** 2 days

**Fee:** Le1,000,000

### Study method

The course uses a problem-based methodology in order to engage participants actively in the learning process. Before each course, participants are encouraged to raise issues that they are facing at work by completing a participant profile. During the course, the trainer will act as facilitator, using interactive learning methods to help participants to share their experiences and learn through participation in activities such as group discussions, case studies, role-playing, and games. At the same time, participants are instructed to develop an action plan for applying their new skills and tools to actual challenges at work.

### Course overview

Communication at any level in an enterprise often faces some problems such as having insufficient information, wrong information, and information reaching irrelevant persons. Also, managers at all levels sometimes lack the necessary skills, such as making a presentation, giving work instructions, giving feedback, and conducting meetings in order to communicate effectively with staff.

### Learning outcomes

After the course, participants will be able to:

- identify elements of communication process and factors influencing it;
- identify forms of communication;
- describe channels of communication at work;
- show ability to give job instruction;
- display ability to give and receive feedbacks;
- show ability to deliver effective presentations by using verbal and non-verbal language;
- show ability to participate and conduct meetings effectively.

### Course content

Unit	Content
1	<p>Nature of communication</p> <ul style="list-style-type: none"><li>• What is communication?</li><li>• The elements of communication</li><li>• Factors influencing communication</li><li>• Forms of communication</li><li>• Communication channels</li></ul>
2	<p>Job instructions and feedback</p> <ul style="list-style-type: none"><li>• Giving job instructions</li><li>• Giving and receiving feedback</li></ul>

3	Delivering effective presentations <ul style="list-style-type: none"> <li>• Structure of presentations</li> <li>• Preparing an effective presentation</li> <li>• Presenting effectively and use of visual aids</li> <li>• Handling questions</li> </ul>
4	Conducting effective meetings <ul style="list-style-type: none"> <li>• What is an effective meeting?</li> <li>• Meeting attendants</li> <li>• Skills needed to chair meetings</li> <li>• Handling difficult situations</li> <li>• Common tools for chairing meetings</li> </ul>

### **Targeted participants**

The course on *Communicating Effectively* has been designed for those who manage groups of people, mainly including business owners, top management, and all managers within small and medium sized enterprises

### **Benefits of studying at JobSearch**

- Trainers are knowledgeable and are trained to train adults
- Environment conducive to learning
- Special attention throughout the course
- Career advice and counselling

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