CANTAMESSA ASSOCIATES

SMART ZONE

BUSINESS

COMMUNICATION & PRESENTATION MANAGEMENT

2 DAY COURSE

010 085 0918 www.zoneups.com 405 Cliff Ave, Waterkloofridge, Pretoria

View Public Dates

2 Days

Accessible from any Location on any Device

Certificate of Attendance

ABOUT THE COURSE

Classroom: R4,950 Excl. VAT | **Virtual Training:** R4,500 Excl. VAT

This two-day short course in Communication and Presentation Skills is designed to enhance both your interpersonal communication and public speaking abilities. On Day 1, participants will focus on foundational communication skills, including effective verbal and non-verbal communication, active listening, and adapting communication styles. Day 2 shifts to mastering presentation skills, covering how to prepare compelling content, deliver presentations confidently, and handle audience interactions. By the end of the course, attendees will have practical skills to communicate more effectively in various professional settings and deliver engaging presentations with confidence.

WHAT WILL **YOU LEARN**

IIn this two-day course on Communication and Presentation Skills, you will develop foundational skills to enhance both your interpersonal communication and public speaking. On the first day, you'll focus on key communication principles, including effective verbal and non-verbal communication, active listening, and adapting your communication style to different audiences.

These skills will help you overcome common barriers and engage more effectively with others in professional settings.
The second day centers on mastering presentation skills, including how to structure and deliver compelling presentations. You will learn techniques for designing engaging content, managing stage presence, and handling audience interactions. Practical exercises will provide opportunities to practice and refine your skills, ensuring you can confidently deliver presentations and communicate your ideas clearly and persuasively.

Target Audience

- Customer Service Representatives
- Training and Development Professionals
- Product Managers
- Event Planners
- Media and Public Relations Professionals
- Consultants and Advisors
- Entrepreneurs and Start-Up Founders
- Academic and Educational Professionals
- Legal Professionals (e.g., lawyers, paralegals)
- Healthcare Providers (e.g.,

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COURSE
PROGRAM AGENDA

Day 1: Foundations of Effective Communication

- **Introduction to Communication Skills**
  - Overview of effective communication principles
  - Identifying and addressing common communication barriers
  - Importance of clarity, conciseness, and coherence in communication
- **Verbal and Non-Verbal Communication**
  - Techniques for clear and impactful verbal communication
  - Understanding the role of body language, facial expressions, and tone
  - Aligning verbal and non-verbal messages for consistency
- **Active Listening and Feedback**
  - Practicing active listening skills, including reflection and summarization
  - Techniques for providing constructive feedback and receiving it gracefully
  - Managing misunderstandings and improving interpersonal interactions
- **Communication Styles and Adaptation**
  - Identifying different communication styles (assertive, passive, aggressive)
  - Adapting communication strategies to suit various audiences and contexts
  - Enhancing empathy and rapport through effective communication style adjustments

Day 2: Mastering Presentation Skills

- **Preparing Your Presentation**
  - Structuring content: introduction, main points, and conclusion
  - Designing engaging and visually appealing presentation materials
  - Crafting a compelling narrative and using storytelling techniques
- **Effective Delivery Techniques**
  - Techniques for engaging the audience, including eye contact and vocal variation
  - Strategies for managing stage presence and body language
  - Overcoming nervousness and building confidence through practice
- **Handling Questions and Interaction**
  - Approaches for managing audience questions and interactive elements
  - Techniques for addressing challenging questions and maintaining control
  - Strategies for fostering interactive and dynamic presentations
- **Practice and Feedback**
  - Opportunities for participants to deliver short presentations and receive feedback
  - Peer review and self-assessment techniques to identify areas for improvement
  - Strategies for incorporating feedback and refining presentation skills
- **Wrap-Up and Q&A**
  - Recap of key concepts and skills covered in the course
  - Open forum for participant questions and discussion
  - Providing additional resources and ongoing support for skill development

Features of this Course

- Expert Facilitators
- Accessible from any Location
- Intensive Sessions
- Meet Workplace Demands
- Skills Directly Applicable in the Workplae

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SHORT COURSE TRAINING FORMATS

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

Have a group of delegates and want a tailored organisation-specific training solution? **Onsite training** is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

BENEFITS OF THIS SHORT COURSE

- Increases Productivity
- Leads to Competitive Advantage
- Staff Acquire Vital Skills
- Motivates & Empowers Staff
- Counts towards B-BBEE Score
- Provides Networking Oppotunities
- Staff Earns Credits towards Qualifications
- Immediate Increase in Job Performance
- Increase Workforce's Abilities

SIGN UP NOW

SIGN UP NOW AND **SECURE YOUR PLACE**

1. Register Online - www.zoneups.com
2. Select the training you prefer and the date you would like to attend.
3. Fill in the registration form.
4. Choose your payment method and finalize the booking.

OR

Request a Quotation

Accreditation

Services SETA

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ETDP-SETA

QCTO

Get In Touch

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