

Life Skills (Communication, Time Management, & Negotiations)

Professional Skills
Cape Town (South Africa)
10 - 14 Feb 2025

UK Training

PARTNER



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Ref: 3225_132510 **Date:** 10 - 14 Feb 2025 **Location:** Cape Town (South Africa) **Fees:** 3300 Euro

Introduction

All human interactions are a form of communication. In the business world, nothing can be achieved without effectively communicating with employers, employees, clients, suppliers, and customers.

The aim of this course is to help participants become more efficient and effective in managing their life. Participants in this interactive course will address various skills you need every day like time management skills, communication skills, and negotiations.

Course Objectives of Life Skills

- Identify time management challenges and assess their efficiency in managing their time
- Explain the Time Mastery Profile components and their use in better managing their time
- Use advanced communication tools and skills to deliver various types of messages
- Describe and harness the power of body language
- Learn & practice negotiation skills in your life

Course Outlines of Life Skills

Day 1

Managing time effectively to increase productivity

- Keeping a to-do-list
- Prioritizing your typical day
- Breaking tasks down into steps
- Using a progress report to track schedule
- Learning how to avoid typical time wasters
 - Self-imposed time wasters
 - System-imposed time wasters
- Making your meetings short and productive

Day 2

Time management challenges and assessment

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- Definition of time management
- Time management challenges
- Modern time management

Time Mastery Profile components

- Adopting the right attitude
- Setting smart goals
- Setting top priorities
- Conducting a rigorous analysis
- Preparing a successful plan
- Preparing a detailed schedule
- Avoiding continuous interruptions
- Planning efficient meetings
- Handling written communications
- Mastering the delegation process
- Avoiding the harm of procrastination
- Improving the use of team time

Day 3

Powerful communicator

- Generating enthusiasm using two-way communication
- Leveraging the power of a positive attitude in your team
- Maintaining an atmosphere of trust and cooperation
- Developing the habits of an active listener
- Using body language to make a bigger impact
 - Visual
 - Vocal
- Building rapport with the team - 'The Mirroring Technique'
- Writing professional and accurate E-mails
- Providing proper orientation and positive discipline

Business communication skills

- Business communication
- Creating powerful short presentations
- Business writing

Day 4

Mastering body language for good communicators

- The art of body language
- Components of non-verbal communication
- The power of appearance
- Communicating through colors

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- Evaluating your body language skills
- Eliciting thinking patterns through eye movement
- Building rapport using body language

Day 5

Negotiation Skills

- Negotiating techniques to Avoiding Confrontational Negotiating
- New Techniques in Influencing
- Understanding the Power in Negotiating
- Negotiating Pressure points and Countermeasures
- BATNA Best Alternative to a Negotiated Agreement
- Negotiation Exercises

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