Organisational Communication

Code: CT91-906   **Duration:**   1 day

Series: Business Management

Communication basics
Effective communication
Organisational management
Organisation types and characteristics
Communication flow

Leadership and motivation
Communication and leadership
Communication and motivation

Relational context and organisations
Relational context
Relationships and organisations

Technology in the workplace
Workplace technology
Impact of technology
Technology guidelines

Context, stress, & managerial tools
Environmental context
Stress and communication

Innovation and change
Aspects of innovation
Aspects of change

Power, politics, and diversity
Power and communication
Diversity and communication
Empowerment and communication

By completing this course, participants will learn how to:

- Communicate effectively; define the theories of management; identify organisational types and characteristics; and plan communication flow.
- Describe how communication skills and leadership are related; define the theories of motivation; and identify motivational tools, the impact of nonverbal behaviour, and barriers to effective communication.
- Identify the relational context, the factors that influence it, and the different personality types; and develop individual-organisational relationships.
- Identify the various categories of technologies, the impact of technology on organisations, and the guidelines for applying technology in an organisation.
- Select an environmental context; manage stress and anger; and mediate conflict.
- Identify degrees and characteristics of innovation; adopt and encourage innovation; and identify the aspects of change.
- Identify different levels and types of power; identify strategies to manage diversity and to communicate in different cultures; and identify the steps and
- guidelines for empowerment.

Prerequisites: None