



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Interpersonal Skills For Social Housing Communication Training

Services / Cleaning, Domestic, Hiring, Property and Rescue Services

Unit Standard 117745 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips social housing professionals with essential interpersonal communication skills to foster constructive relationships with tenants, colleagues, and stakeholders. Participants will learn to navigate sensitive conversations, resolve conflicts, and promote inclusive communication within the social housing environment.

Category	Services
Subfield	Cleaning, Domestic, Hiring, Property and Rescue Services
Unit Standard	117745
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply active listening techniques to understand tenant concerns and respond empathetically.
- Analyze communication styles and adapt approaches to diverse cultural and social contexts.
- Evaluate conflict situations and implement de-escalation strategies to resolve disputes.
- Demonstrate assertive communication to set boundaries while maintaining respect.
- Design inclusive communication strategies that accommodate tenants with special needs.
- Implement feedback mechanisms to improve interpersonal interactions and service delivery.

WHO SHOULD ATTEND

- Social housing practitioners, housing officers, property managers, and frontline staff who interact with tenants and stakeholders in the social housing sector.

COURSE OUTLINE

Day 1: Foundations of Interpersonal Communication in Social Housing

- Introduction to interpersonal communication: definitions and importance.
- Communication models (e.g., Shannon-Weaver, transactional model).
- Barriers to communication: cultural, language, and socio-economic factors.
- Active listening techniques: paraphrasing, reflecting, and questioning.
- The impact of non-verbal communication: body language, tone, and space.
- Overview of social housing environment: tenants, landlords, and community dynamics.

Day 2: Effective Verbal and Non-Verbal Communication

- Verbal communication: clarity, tone, and word choice.
- Assertiveness vs. aggression vs. passivity.
- Non-verbal communication: eye contact, gestures, posture, and facial expressions.
- Adapting communication style to audience needs.
- Giving and receiving feedback: the SBI (Situation-Behaviour-Impact) model.
- Role-play exercises: tenant meetings and conflict scenarios.

Day 3: Conflict Resolution and Difficult Conversations

- Sources of conflict: rent arrears, maintenance issues, neighbour disputes.
- Conflict resolution styles: Thomas-Kilmann model.
- De-escalation techniques: active listening, calm tone, and validation.
- Empathy in communication: understanding tenant perspectives.
- Structuring difficult conversations: preparation, opening, dialogue, and closure.
- Case studies: handling complaints and mediating disputes.

Day 4: Building Relationships and Customer Service Excellence

- Relationship building: trust, respect, and reliability.
- Customer service in social housing: responsiveness and professionalism.
- Community engagement: meetings, newsletters, and feedback mechanisms.
- Team communication: roles, responsibilities, and effective meetings.
- Handling service complaints: the HEAT model (Hear, Empathise, Apologise, Take action).
- Role-play: tenant onboarding and follow-up communication.

Day 5: Integration, Assessment, and Action Planning

- Review of key concepts and skills from Days 1-4.
- Simulated scenarios: complex tenant interactions and team coordination.
- Assessment: role-play evaluations and feedback.
- Action planning: setting SMART goals for communication improvement.
- Resources for ongoing development: reading, workshops, and peer support.
- Course evaluation and certification.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117745) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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