



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

Supportive Relationship Communication Skills

Health Sciences and Social Services / Preventive Health

Unit Standard 252098 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the practical communication skills needed to establish, maintain, and enhance supportive professional relationships. It focuses on active listening, empathy, assertiveness, and constructive feedback within workplace contexts, enabling participants to foster trust and collaboration.

Category	Health Sciences and Social Services
Subfield	Preventive Health
Unit Standard	252098
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply active listening techniques to understand others' perspectives and respond appropriately.
- Demonstrate empathy and assertiveness in verbal and non-verbal communication.
- Analyze interpersonal communication barriers and implement strategies to overcome them.
- Use constructive feedback methods to support and motivate colleagues.
- Evaluate the effectiveness of one's own communication style in maintaining supportive relationships.

WHO SHOULD ATTEND

- This course is ideal for supervisors, team leaders, and any professionals who need to build effective working relationships through clear and supportive communication.

COURSE OUTLINE

Day 1: Foundations of Supportive Communication

- Introduction to supportive relationship communication
- Communication models and processes
- Barriers to effective communication (e.g., noise, assumptions, emotions)
- Active listening skills: paraphrasing, reflecting, summarising
- Non-verbal communication: body language, eye contact, tone of voice
- Empathy vs. sympathy
- Self-awareness and emotional intelligence basics

Day 2: Building and Maintaining Supportive Relationships

- Assertive communication: rights, responsibilities, and techniques
- Effective questioning: open, closed, probing, and clarifying
- Conflict resolution styles and strategies
- Giving constructive feedback: SBI model (Situation-Behaviour-Impact)
- Receiving feedback: listening and responding non-defensively
- Building trust: consistency, reliability, and openness
- Cultural sensitivity in communication

Day 3: Advanced Applications and Integration

- Communicating with diverse personalities (e.g., DISC profiles)
- Handling difficult conversations: delivering bad news, addressing performance issues
- Negotiation principles: interests, options, criteria
- Facilitating supportive team discussions
- Developing a personal communication improvement plan
- Role-play and case study analysis
- Assessment of learning and feedback

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 **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE

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 252098) 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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