



## 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

# Improvisation Techniques for Workplace Communication

Culture and Arts / Music

Unit Standard 261277 · NQF Level 5 · 12 Credits · 9 Days

## COURSE OVERVIEW

This course equips learners with improvisation techniques to enhance communication, collaboration, and adaptability in the workplace. Participants will learn to think on their feet, respond effectively to unexpected situations, and foster a more dynamic and creative team environment.

|                 |                                            |
|-----------------|--------------------------------------------|
| Category        | Culture and Arts                           |
| Subfield        | Music                                      |
| Unit Standard   | 261277                                     |
| Accreditation   | SAQA Accredited · NQF Level 5 · 12 Credits |
| Duration        | 9 days                                     |
| Training Method | Online, On-Campus, In-House                |
| Certificate     | Issued via AATICD LMS – verifiable online  |

## LEARNING OUTCOMES

- Apply improvisation principles to enhance verbal and non-verbal communication in workplace interactions.
- Analyze workplace scenarios to identify opportunities for using improvisation techniques.
- Demonstrate active listening and 'yes, and...' techniques to build on ideas and foster collaboration.
- Evaluate the effectiveness of improvisation approaches in achieving communication objectives.
- Design improvisation-based strategies to manage unexpected challenges and improve team dynamics.
- Implement improvisation techniques to adapt communication styles to diverse audiences and contexts.

## WHO SHOULD ATTEND

- This course is ideal for professionals at all levels who wish to improve their spontaneous communication skills, including team leaders, project managers, customer service representatives, and anyone seeking to boost their interpersonal effectiveness.

## COURSE OUTLINE

### Day 1: Foundations of Improvisation

- Introduction to improvisation theory
- Key principles: acceptance, building, spontaneity
- Communication styles and barriers
- 'Yes, And...' technique
- Warm-up exercises for group trust

### Day 2: Active Listening and Observation

- Levels of listening
- Non-verbal communication
- Paraphrasing and clarifying
- Listening exercises (e.g., mirroring, storytelling)
- Group debrief and reflection

### Day 3: Spontaneity and Thinking on Your Feet

- Impromptu speaking structures
- Techniques for quick idea generation
- Handling unexpected questions
- Spontaneity games (e.g., word association)
- Practice with timed challenges

### Day 4: Collaborative Storytelling

- Elements of a story
- Group story-building exercises
- Incorporating diverse perspectives
- Role-playing scenarios
- Debrief on collaboration

### Day 5: Emotional Intelligence and Empathy

- Emotional intelligence framework
- Empathy exercises (e.g., perspective-taking)
- Handling conflict with improvisation
- Role-play emotional scenarios
- Feedback and reflection

### Day 6: Adapting to Change and Ambiguity

- Coping with ambiguity
- Flexibility exercises (e.g., status shifts)
- Change management principles
- Simulated change scenarios
- Group problem-solving

### Day 7: Advanced Improvisation Techniques

- Status transactions in communication
- Physical improvisation (movement, gestures)
- Advanced 'Yes, And...' variations
- Leading improv games

- Peer coaching

#### Day 8: Applying Improv to Workplace Challenges

- Workplace scenario role-plays (e.g., feedback, negotiation)
- Improv for brainstorming and innovation
- Meeting facilitation techniques
- Action planning for application
- Group presentations

#### Day 9: Integration and Personal Development Plan

- Review of key concepts
- Personal development plan template
- Practice sustained improv scenarios
- Peer feedback and final assessment
- Course wrap-up and celebration

## 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 **12 NQF credits** at **NQF Level 5**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 35,000.00        | R 35,000.00 |
| 1         | In-House             | R 45,500.00        | R 45,500.00 |
| 1         | On-Campus (Pretoria) | R 52,500.00        | R 52,500.00 |

## UPCOMING SESSIONS

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

## HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit [www.aaticd.co.za](http://www.aaticd.co.za), open the page for this course (Unit Standard 261277) 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](mailto: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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