

## COMMUNICATION, WRITING & PRESENTATION SKILLS

Unit Standard	115413 / 110506
NQF	Level 4
Credits	5
Duration of each Outline	1 Day per course combination
Organisational Development Area	All Staff Levels

### COURSE OUTLINE

- The ten commandments of positive relationships;
- Self-awareness;
- What is a skilled communicator?
- Communication barriers;
- Asking questions;
- Listening skills;
- Remembering names;
- Body language;
- The Johari Window;
- Frame of reference;
- Five approaches to relationships;
- Assertiveness.

### COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Identify common communication problems that may be holding you back;
- Develop skills in asking questions that give you information you need;
- Learn what your non-verbal messages are telling others;
- Develop skills in listening actively and empathetically to others;
- Enhance your ability to handle difficult situations;
- Deal with situations assertively.

## **BUSINESS WRITING SKILLS - I (INTRODUCTION)**

<b>Unit Standard</b>	<b>119472</b>
<b>NQF</b>	<b>Level 3</b>
<b>Credits</b>	<b>Varied – depending on need</b>
<b>Duration</b>	<b>2 Days</b>
<b>Organisational Development Area</b>	<b>All employees required to write business letters, reports, proposals, memo's, e-mails and faxes</b>

### **COURSE OUTLINE**

- What is business writing and why is it important to write a good document?
- The Four C's (clear, concise, complete and correct);
- Writing clearly;
- Concise writing;
- Writing to complete a well-constructed document;
- Eliminating common writing mistakes;
  - Grammar;
  - Correct word usage;
  - Parallelisms;
  - Punctuation;
  - Sentences and sentence types;
  - Paragraph construction;
- Email netiquette;
  - How to write an effective email;
  - Correct format for an email;
  - Eliminating uncertainties when writing emails;
  - Salutations for emails;
  - The do's and don'ts of proper email netiquette;
- Proofreading documents;
  - Tips and Tools ;
  - The process of proofreading defined.

### **COURSE OUTCOMES**

Upon successful completion of this course, learners will be able to:

- Value the power of written communication in business in order to use it effectively;
- Explain the purpose of a wide range of business correspondence, including but not limited to; letters, reports, proposals, processes, e-mails, faxes, memos and training documents;
- Identify four intentions of any message;
- Use language in order to communicate clearly, concisely, courteously, completely and correctly;
- Explain the value of effective business writing;
- Explore the consequences of poor written communication;
- Follow different procedures for writing letters, reports, proposals, processes and e-mails;
- Select the most appropriate type of correspondence given a series of scenarios.

## PRESENTATION SKILLS

Unit Standard	242614
NQF	Level 5
Credits	4
Duration	2 Days
Organisational Development Area	Team Leaders, Supervisors and All Levels of Management

### COURSE OUTLINE

- The presentation process;
- Audience analysis and supporting materials;
- Tips on Building presentations;
- Fundamentals of persuasion;
- Non-verbal communication;
- Tips on using visual aids.

### COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Understand the structure of a presentation;
- Plan, prepare and deliver an effective presentation;
- Analyse the audience before presenting;
- Understand the qualities of a presenter;
- Analyse and put together content for a presentation.