

ORAL & WRITTEN COMMUNICATION SKILLS FOR THE BUSINESS PROFESSIONAL

UNIT STANDARD/S:	119472/110000 (Oral and Written Communication Skills). NQF Level 4-5; Credits 10-20; 242816 (Facilitation Skills). NQF Level 4, Credits 5.
DURATION/S:	2 Days
ORGANISATIONAL DEVELOPMENT AREA:	All employees required to refine their oral and written business skills and facilitate effective meetings.

SYNOPSIS

This course is designed to enhance design, create and establish tools and techniques that will help obtain a deeper learning, understanding, and comprehension of specific communication, facilitation and business grammar skills. It will also provide an opportunity to improve communication skills and deepen the learning about participatory methods.

There has been a growing realisation that we also have to pay attention to the process elements of meetings, if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. All levels of staff are often asked to facilitate rather than instruct or manage their meetings.

COURSE OUTLINE

- **Facilitation Skills:**
 - What is a facilitator?
 - What do you need a facilitator?
 - Tips for facilitation;
 - Techniques for facilitation in any context;
 - Traits of learning theories;
 - Enhancing creativity through the environment;
 - Self mastery skills;
 - Enhancing your skills;
 - Never ever's;
 - Relating skills;
 - Communication styles;
 - Listening skills;
 - Questioning skills
 - Group awareness and management skills;
 - Staged in group decision making/the decision making process;
 - Intervention skills;
 - Facilitation strategies.



Communication:

- The communicator and communication processes;
- Transmission mechanism of the verbal message;
- Mainframe communication and subsystems;
- Communication overload;
- Verbal communication;
- Planning and control;
- The communication model;
- Intentions and motivations.



Meetings:

- Anatomy of a session;
- How to conduct a meeting;
- Preparing for the meeting beforehand;
- Handling meetings under business pressures;
- Creating the pro agenda;
- Delivering the agenda on advance;
- Template meeting agenda;
- Meeting notes template;
- Starting and conducting the meeting;
- Techniques to improve the content of the messages in the meeting;
- Meeting facilitation skills;
- Closing the meeting;
- Follow up and action item implementation for the meeting.



Presentation skills:

- Differences between a report and a presentation;
- Understanding the characteristics of a good presented;
- Overcoming the fear factor;
- Reinforcing the message;
- Deliver the presentation;
- Human element;
- Visual aids;
- Successful interaction with the audience.



Effective business writing skills:

- Basic writing skills;
- Understanding the purpose;
- Audiences and what to convey;
- Formatting text so it is more understandable;
- Technical jargon and slang;
- Less is more;
- Writing under pressure;
- Proofreading;
- Editing tips and tools;
- General strategies;
- Personalise proofreading;
- Finding common errors;
- Guidelines for proofreading a document;
- Revising for consistency;
- Email lists and chat groups;
- Further guidelines for email conversations;
- Information that shouldn't be sent via email.

- **Minute taking:**
 - Guidelines for taking minutes;
 - Before the meeting;
 - Best practices for effective minute taking;
 - During the meeting;
 - After the meeting;
 - Group, date and place.
- **Report writing:**
 - How to write a report;
 - Presentation of the report;
 - Common problems.
- **Synergistic process:**
 - Steps in looking for and forming a process;
 - Steps for gathering information;
 - Steps for preparing to write;
 - Strategies for effective planning.

COURSE OUTCOMES

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

- Understand concepts of communication, report-writing and meeting facilitation;
- Apply the communication models taught within a business context;
- Apply effective communication techniques especially for problem-solving and report-writing;
- Appreciate the benefits and applications of facilitation in the workplace;
- Be able to differentiate between process and content facilitation;
- Identify the core practices and skills required for effective facilitation;
- Apply communication skills and techniques.