

Course Content

Why attend?

This intensive course offers insight into all forms of communication, and concentrates on business writing and presentation skills. Research has shown that approximately all problems in the workplace can be traced back to communication breakdowns. Effective communication is the cornerstone of business and written communication becomes a part of organisational history – when, how and why important decisions are made.

How long is this course?

4 Days

Who should attend?

This course is intended for all staff members that require professional and effective communication skills in the form of: emails, letters, reports and presentations.

What will be covered?

Oral communication in the workplace

- Theories of the communication process are explained
- Effective communication principles are identified
- Communication styles are identified and discussed
- Various barriers that create problems in communication are acknowledged
- The basics of presentation skills are clarified and applied

Interpret and respond to written communication in the workplace

- Read with comprehension to ensure factual information is obtained
- Extract the meaning from text to form a comprehensive response
- Respond effectively to written communication

Produce written communication in the workplace

- Collect and analyse information that is required
- Plan and prepare to write the rough draft
- Apply language structures and features that are appropriate to the document
- Compose the document with the correct format and structure
- Acknowledge additional sources appropriately
- Edit the document to ensure accuracy and completeness

Produce a workplace report

- Identify the purpose of a report
- Plan to write a report using different methods
- Gather data for reports using various sources
- Structure a report according to the formality and organisational requirements
- Final draft and editing of a report

Create a presentation using MS PowerPoint

- Work in MS PowerPoint and create a Slide Master
- Format presentation using colour, design, graphics, objects and Smart Art graphics
- Learn to use animation and movement to enhance the presentation
- Present to an audience using MS PowerPoint
- Give and receive constructive feedback on the presentation

Accreditation Information

Keybase is accredited with the Services Seta against SAQA US ID: 8647, NQF Level: 5, Credits: 10. This course is interactive and includes role plays, group discussions, and practical activities to ensure a clear understanding. Learners are supplied with course material, refreshments, and lunch.