

BUSINESS COMMUNICATION

Introduction

The purpose of this programme is to equip the learners with the necessary knowledge, skills and attitudes to communicate verbally and in written within a given work environment.

This programme has been designed and developed by Aquarius Skills Solutions.

Programme Outcomes

On completion of this programme the learner will be able to:

- Demonstrate an understanding of communication channels in business and everyday life.
- Conduct written and verbal communication within the business environment.
- Use communication in a business environment

Learning Unit 1: Introduction to Business Communication

- Communication Theory
- Activity: Barriers to Effective Communication
- Active Listening
- Effective Interpersonal Communication
- Activity: Effective 2-Way Communication
- Conflict Handling

Learning Unit 2: Conduct Verbal Communication within the Business Environment

- Plan and Organise the Communication Mode
- Activity: Verbal and Written Communication
- Verbal Communication
- Compose and Present Verbal Messages
- Activity: Testing Your Presentation Skills
- Prepare Graphic or Visual Presentations

Programme Outcomes...cont

Learning Unit 3: Conduct Written Communication within the Business Environment

- Plan and Organise the Communication Mode
- Written Communication
- Compose and Present Written Messages

Methodology

Training Programme Duration: 2 Days

Formative Assessment: Learners complete a Knowledge Questionnaire after completion of the programme and take part in group exercises which form part of the assessment

Assessment: The learner submits a Portfolio of evidence within 30 days after completion of the programme

NQF Level: 5

Credits: 8

