



VIRTUAL INSTRUCTOR-LED TRAINING APPLY WORKPLACE COMMUNICATION SKILLS (4 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Apply workplace communication skills
Unit Standard ID:	8647
NQF Level:	5
Credit Value:	10

INTRODUCTION

This learning programme is intended for all persons who need to apply workplace communication skills.

A person assessed as competent against this unit standard will be able to:

- Interpret and respond to accessible written communication in the workplace.
- Produce simple written communication in the workplace.
- Produce and respond to accessible oral communication in the workplace.

This competence will equip individuals with the communication skills to operate more effectively in their workplace thereby contributing to more effective communication within the workplace environment.

COURSE CONTENT

Produce and Respond to Accessible Oral Communication in the Workplace

- The communication process
 - The purpose, typical content and structure of communications used in the workplace
- The principles of effective communication
- Identify communication styles
- Identify communication barriers
- Give and receive constructive feedback
- Apply presentation skills
 - Overcoming fear
 - Improving presentation skills
 - Offer a five minute presentation
 - Body language
 - Oral communication
 - Preparation
 - Audience consideration
 - Visual aids
 - Questioning techniques
 - Evaluating success
 - Equipment, resources and placement
 - Listen to and summarise a ten-minute presentation
 - Guidelines for better listening

Interpret and Respond to Accessible Written Communication in the Workplace

- Written communication purpose, typical content and structure
- Types of business communication
- Business letter format
- Read with comprehension
- Extract meaning from text
 - Keywords
 - Skimming
 - Scanning
 - Ambiguity
 - Discriminatory expressions
 - Sexist language
 - Slang, colloquialisms and jargon
- Respond to written communication
 - Responding to an office memorandum
 - Writing effective e-mails

Produce Simple Written Communication in the Workplace

- Respond to request or complaints
 - Collect and analyse information
 - Plan and prepare a written response to requests or complaints
 - Apply language structures and features to a written response
 - Compose a workplace response to requests and complaints
 - Acknowledge sources in a workplace response
 - Edit own writing
- Produce a workplace report
 - The stages in writing a report
 - Collect and analyse information for the workplace report
 - Plan and compose a written report
 - Edit own writing (workplace report)

Personal Accountability & Commitment Plan

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the workplace. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808

Website: www.kwelangatraining.co.za