

# FACT SHEET

## Communication @ Work

### About this Course:

The Team Leadership journey requires knowledge and understanding of communication techniques so that the leader is able to accurately and clearly communicate in words and writing. The leader also should evaluate and take responsibility the self and team learning processes. As a SETA-aligned skills programme, relevant credits may be awarded at NQF4 level to successful learners upon approval processes.

### Course Key Outcomes (40 credits):

1. Use the communication principles in formal and informal settings to plan and adjust for clear communication within own and group contexts.
2. Apply reading and learning strategies to identify, process and use information from a wide variety of texts.
3. Apply reading strategies to comprehend and evaluate implicit meaning of a wide variety of texts.
4. Use language to write appropriate, coherent and persuasive texts for a wide range of business contexts.
5. Prepare and deliver effective business presentations.
6. Understand occupational learning and apply learning strategies for development.

### Course Duration:

Theory covered in 5-day continuous OR split 3 / 2 days  
2-month integrated workplace assessment

### “Comms@Work”



### Course Outline

- Challenges of Workplace Learning
- The Principles of Communication
- Writing to Inform and Persuade
- Reading for Understanding
- Research and Reporting
- Group Talk and Presentations

### Who should attend

Supervisors & Team Leaders

### Cost per Delegate

TBC (min. of 10 delegates)

### Delivery Methodology

- Interactive classroom sessions
- Group Discussions, Debates and Presentations
- On-line assessment

*There is strong focus on learning by practical application, thus lively discussions and simulations will be used to encourage participation for a greater understanding and to create real value.*