

Business Communication Skills

What is the purpose of the course?

This intensive course offers insight into all forms of communication, and focusses on business writing and communication. This course identifies each method and includes guidelines and exercises that will enable staff and leaders to improve their communication skills. The practical activities that are included in this course will ensure that anyone attending will be able to apply what they have learnt once they return to the workplace.

Who Should Attend?

All staff who are required to write and respond to emails, compile reports, and produce and carry out presentations in the workplace.

4 Day Course Content

- Interpret and respond to written communication in the workplace
- Identify the purpose of a variety of written communication in the workplace
- Read with comprehension
- Extract the meaning of text
- Respond effectively to written communication
- Produce written communication in the workplace
- Collect and analyse information
- Apply language structures and punctuation appropriately
- Compose a response to a request and complaint
- Compile a workplace report
- Understand and apply the principles of effective oral communication
- Identify communication styles and barriers
- Apply presentation skills

What Outcomes can I expect?

The skills, knowledge and confidence to create professional documents in every area of business, as well as information that needs to be presented to an audience.

Assessment Process

Keybase has accredited this course with the Services Seta. The assessment methodologies used in this course are to determine and recognise learner competence against the criteria in the related unit standard. Learners are required to successfully complete both Formative and Summative assessments.

Unit Standard Alignment

SAQA ID: 8647

NQF Level: 5

Credits: 10



Services Seta Accreditation No: 4135



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