



TAALSENTRUM
LANGUAGE CENTRE
IZIKO LEELWIMI

Infoblad Info sheet

NAVRAE | ENQUIRIES
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KOMMUNIKASIELAB | COMMUNICATION LAB

Effective office communication and documentation

A Certificate of Competence short course

What are the course objectives?

This course will enable you to write concise and informative e-mails, compile professional agendas, listen carefully and with insight during meetings, record meetings, draft minutes and conduct engaging telephone conversations rooted in solid communication strategies.

Who should attend?

If you would like to further your skills in both verbal and written professional communication and ace meeting procedures, compiling agendas and taking minutes, then this course is for you! The course is also ideal if English is not your first language. To ensure optimal learning, we limit the number of participants.

Any prerequisites?

Since large parts of the interactive skills development and assessments in this course take place through online learning, you will need a computer with which to create documents, and access to the internet. Participants will complete an online initial needs assessment to ensure that we focus on specific needs.

How is this course presented?

We present this course in three consecutive face-to-face full-day sessions, complemented by online learning. All aspects of the course will be assessed, and course material will be provided.

In this course we will look at:

- E-mail communication
- Solutions to handling difficult clients
- Developing templates
- Writing skills
- Formats and styles
- Telephone etiquette
- Projecting a professional image
- The art and purpose of agendas
- Communication principles
- The importance of language and structure

Who are the presenters?

Our presenters are experts in business communication and have experience in the field of professional communication.

What are the course outcomes?

- The ability to create proficient internal and external e-communication
- Problem-solving skills and techniques to handle queries, complaints and difficult situations
- A thorough understanding of meeting procedures and the responsibilities of the different role-players
- The ability to compile professional agendas
- Sharper skills to manage meetings with confidence and structure effective minutes

A Certificate of Competence will be awarded following the successful completion of this course.

When and where will this course take place?

Face-to-face sessions will take place in the Seminar Room of the Language Centre, Kleine Bosch, 44 Banhoek Road, Stellenbosch, on the following dates:

- 29, 30 and 31 July
- 3, 4 and 5 September
- 22, 23 and 24 October

What is the cost?

R5 900 per person, which includes course material, lunch and teatime refreshments.

Further questions?

Contact Michelle Pieters at michellep@sun.ac.za or 021 808 2812 for more details, or click here to enrol straight away: <https://bit.ly/2HQ8VCr>

You could also discuss your specific short course and development needs with Michelle, enquire about our available short courses and course dates, or enquire about our tailor-made courses for corporate clients. We could even bring our course to your workplace.