

SKILLS DEVELOPMENT COURSE: COMMUNICATION SKILLS

COURSE SPECIFICATIONS

Course Code:	SDF-COM
Course Length:	1 Day
Start Time:	08:30
End Time:	15:30
Available for:	Local or On-Site Training

PURPOSE

Competence at this level will enable candidates to participate effectively in oral/signed communication in most situations.

TARGET AUDIENCE

This course is designed for all employees.

LEARNING OUTLINE

1. Respond critically yet sensitively as a listener/audience
2. Analyse own responses to spoken/signed texts and adjust as required
3. Use strategies to be an effective speaker/signer in sustained oral/signed interactions
4. Evaluate spoken/signed discourse

INCLUDES THE FOLLOWING

1. Course Material
2. Notes
3. PoE (if applicable)

For local training at a Onetrust training venue:

1. Refreshments
2. Lunch

**Catering is the responsibility of the client for on-site training.*

CERTIFICATION

Currently, this course is only available for non-accredited training, and therefore candidates will receive a *Certificate of Training/Attendance*, as no form of assessment will take place.

MERSETA TRAINING PROVIDER

Onetrust Training Solutions has received full accreditation as a **merSETA Training Provider**. (Certification number: 17-QA/ACC/2313/21.) We are in the process of extending our scope of accreditation for most of our individual training courses and skills programmes.

CONTACT DETAILS

Further enquiries may be directed to:

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