SA BUSINESS SCHOOL



EFFECTIVE COMMUNICATION & TEAM COLLABORATION

COURSE OUTLINE

UNIT STANDARD

9960; 8420

COURSE OVERVIEW

This course enables individuals to communicate effectively with clients, colleagues, suppliers and subordinates, while working effectively as part of a team. Learners develop an understanding of team roles, responsibilities and factors that influence team performance, contributing to effective teamwork in the workplace.

Lead change. Build stronger teams. Drive lasting impact.

COMMUNICATE VERBALLY AND NON-VERBALLY IN THE WORKPLACE

(Unit Standard 9960)

- Select method of communication.
- Communicate with subordinates.
- Communicate with clients.

OPERATE IN A TEAM

(Unit Standard 8420)

- Identify the structure and purpose of a particular team.
- Describe and carry out the roles and responsibilities required to work in a team.
- Identify factors affecting a team within workplace and learning environment and explain affect.
- Describe the workplace and learning environment organisation.
- Review the effectiveness of a team.

DURATION
3 DAYS

CREDITS
7 CREDITS

DELIVERY METHOD
ONLINE, BLENDED AND INSTRUCTOR-LED LEARNING