SA BUSINESS SCHOOL



PROFESSIONAL COMMUNICATION TECHNIQUES

COURSE OUTLINE

UNIT STANDARD

12433

COURSE OVERVIEW

This course develops the communication skills, knowledge and values required in manufacturing and engineering, enabling individuals in supervisory and senior technical roles to apply effective oral and written communication techniques.

Lead change. Build stronger teams. Drive lasting impact.

USE COMMUNICATION TECHNIQUES EFFECTIVELY

(Unit Standard 12433)

- Communicate at work
- Collect and use information
- Communicate with clients
- Compile feasibility and commissioning reports
- Write a technical report
- Communicate in an assertive manner with clients and fellow worker

DURATION
2 DAYS

CREDITS
8 CREDITS

DELIVERY METHOD
ONLINE, BLENDED AND INSTRUCTOR-LED LEARNING