
KOMMUNIKASIELAB | COMMUNICATION LAB

Effective office communication and documentation

A certificate of competence short course

Do you schedule meetings, draft minutes and e-communication, manage the telephone and solve office challenges? Come refine these important skills with us.

What is the focus of this course?

This online course will enable you to write concise and informative e-mails, listen actively and with insight during meetings, record meetings, draft minutes and conduct engaging telephone conversations rooted in solid communication strategies. This course focuses on:

- creating proficient internal and external e-communication
- developing problem-solving skills and techniques to handle queries, complaints and difficult situations
- gaining a thorough understanding of meeting procedures and the responsibilities of the role-players
- compiling professional agendas
- cultivating even sharper skills to manage meetings with confidence and draft effective minutes

Who are the presenters?

Willemien Theron is an exceptional presenter and facilitator, skilled at presenting interactive training courses with a focus on business communication skills, personal development and team building.

Willemien strongly believes that education is the way to create and sustain successful and productive lives.



Antoinette van den Hoven is an experienced teacher of more than 27 years. She is a part-time facilitator and assists in research. Antoinette's gentle and calm approach to learning makes her a perfect fit for individuals who requires a patient approach to gaining new skills.



Who should attend and what are the career benefits?

This entry-level course is aimed at people who do not speak English as a first language, but who function in a working environment where English is used. Upskill and start writing great e-mails and compiling successful agendas and minutes.

To ensure optimal learning, we limit the number of participants. The online live sessions are complemented by self-paced learning, and all aspects of the course are assessed.

Any prerequisites?

You will need a computer that can run our online learning platforms (MS Teams and SUNOnline) and access to a stable internet connection to connect to the online live sessions. You should also be able to create electronic documents.

When and how will this course take place?

Our hybrid courses combine online live sessions, which are facilitated by the course presenter, with self-directed online learning.

This course opens before the first online live session and closes well after the last online live session. This allows enough time for you to activate your SUNOnline presence before the live sessions start, and to complete and upload all your tasks, quizzes and assignments before the course closing date.

	Course duration (opening and closing dates)	Online live sessions (9:00 to 11:00)	Enrol by
Course 1:	8 July to 26 August	22 and 29 July, 5 and 12 August	1 July
Course 2:	21 September to 19 November	7, 14, 21 and 28 October	17 September

During this course, you will spend your time as follows (this may vary for individuals):

- 1 online live session per week of 2 hours each
- ±7 hours per week of self-paced reading and completing tasks, quizzes, activities and assignments

What is the cost?

The course fee is R4 760, which includes course material, assessments, online live sessions with your presenter and access to the online platforms.

Please note that all course fees are due before the course starts, and that we will present this course only when a minimum of ten paid candidates have confirmed attendance.

To enrol, please **click** on this link: http://bit.ly/2021_EFCO_Infopage

Further questions?

Contact Michelle Pieters at michellep@sun.ac.za or 021 808 2812 for more details.

You could also discuss your specific short-course and development needs with us. Enquire about our available short courses, course dates and options for tailor-making a course.