

Effective office communication and documentation

A certificate of competence short course

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

What is the focus of this course?

This online course will equip you to write concise and informative emails, 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 electronic communication
- developing problem-solving skills and techniques to handle queries, complaints, and difficult situations
- gaining a thorough understanding of your role in the cycle of meeting procedures - who are the role-players
- how to identify items of importance when compiling professional agendas
- cultivating even sharper skills to manage meetings with confidence and draft effective minutes
- the importance of time management, goal setting and teamwork

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.



Cornelia Grobler is passionate about language and language learning and has experience in both academic and business environments. She is an interpreter and presenter with a calm and methodical approach to learning. She is also knowledgeable about blended learning.



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 emails, agendas, and minutes.

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

Any prerequisites?

You will need a computer and reliable web browser to run our online learning platforms (MS Teams and SUNOnline) and you need access to a stable internet connection to connect to the live online sessions. You should be familiar with creating electronic documents.

When and how will this course take place?

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

This course opens before the first live online session and closes well after the last live online session. This allows enough time for you to activate your SUNOnline presence before the live sessions start.

	Live online sessions (10:00 to 12:00)	Course duration (opening and closing dates)	Enrol by
Course 1:	4, 11, 18 and 25 May	26 April to 5 June	20 April
Course 2:	5, 12, 19 and 26 October	29 September to 6 November	21 September

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

- one online live session per week of two hours each
- about eight hours per week of self-paced reading and completing tasks, quizzes, activities, and assignments

What is the cost?

The course fee is R5 346, which includes course material, assessments, live online sessions with your presenter and access to the online platforms.

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

Click on [this link](#) if you are interested in doing this course and fill in the form. **We will send you the link to apply for the short course.**

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.