



**SU Language Centre**  
**IZiko leeLwimi lase-SU**  
**US Taalsentrum**  
STELLENBOSCH UNIVERSITY



# 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?** Join us and refine these important skills.

## What is the focus of this course?

This 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 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 online learning, and certain aspects of the course are assessed.

**Interested? Click on [this link](#)** and complete the online form.  
We will send you further instructions after receiving your form.

Communication Lab | ILebhu yoNxibelelwano | Kommunikasielab



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## What are the 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 courses combine live online sessions, 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)	Contact session (09:00 to 16:00)	System opening and closing dates	Applications close
<b>Offering 1</b>	16, 23, 30 April, 7 May	14 May	9 April to 28 May	26 March
<b>Offering 2</b>	1, 8, 15, and 22 October	29 October	24 September - 12 November	10 September

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

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

## 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 exceptional presenter with a calm and methodical approach to learning. She is knowledgeable about online learning and teaching.



## The course fee is R5 750 per participant.

- All fees are payable before the short course starts and the fee includes course material, assessments, live online sessions with your presenter, and access to the online platforms.
- We will present a course only if the required minimum candidates have paid and confirmed attendance.

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