



CONDUCT COMMUNICATION WITHIN A BUSINESS ENVIRONMENT

Unit Standard: 10622



Course Information



Qualification Title	National Certificate: Environmental Management
Course Title	Conduct Communication Within A Business Environment
Course Level	5
Course Credits	8
Course Duration	Three days
Cost of Course	R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

This course enables delegates to develop the relevant skills, as well as demonstrate an understanding of communication channels in business and everyday life.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved with conducting communication within a business environment to:

- Use communication in a business environment.
- Utilise effective written and verbal communication within the business environment.
- Demonstrate an understanding of communication channels in business and everyday life.

Conduct Communication Within A Business Environment

Who Should Attend?	Intended for persons working in a business environment and are required to communicate openly and directly to a target audience.
Course Objectives	To equip delegates with sound knowledge and understanding of communication channels, both written and verbal communication, within the business environment.
Benefits	Benefits of this course include: - Understanding communication channels in business and daily life. - Learning to use communication in a business environment. - Skillset development for those working in a business environment who are required to communicate openly and directly to a target audience. - The skills, knowledge, and understanding demonstrated within this Unit Standard can be essential for social and economic transformation, as well as contribute to economic growth within a business environment.

Course Content

Course Modules	Course modules consist of: - The process and purpose of communication. - Communication channels used in business and personal life. - Diversity of cultures and communication channels. - Barriers to effective and open communication modes. - Communication mode. - Written and verbal messages. - Graphic or visual presentations. - The impact and effect of informal and unofficial communication within the business environment. - Personal communication techniques. - Conflict situation and possible remediation procedures. - Communication modes, mediums, styles, and techniques.
Certification and Assessments	All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.