



UNIVERSITY OF
KWAZULU-NATALTM
INYUVESI
YAKWAZULU-NATALI

EXTENDED LEARNING

Business Communication



— CONTINUING EDUCATION —

OUR WORLD IS CHANGING...SHOULDN'T YOU?

Business Communication

About this programme

Avoiding wrong decisions, promoting a healthy business environment, enhancing diversity, can all be achieved. How? Through the adoption of appropriate communication tools, practice and comprehension of the modern, techno-related communication challenges.

Key focus areas

Communication Theory and Tools:

- Theory
- Oral Communication
- Written Communication
- Grammar
- Listening
- Audience and Purpose
- Reading and Note-taking

Communication in Practice:

- Business/Organisational Correspondence
- Meetings
- Minute Taking
- Report Writing

Contemporary Issues:

- The modern/techno world implications
- Short Business Messages
- Digital Media
- Conflict & Leadership

Entrance requirements

Matric or relevant work experience

Programme fee

The programme fee of R5 400 (incl. VAT) covers tuition, instruction material, lunches and refreshments

Duration

Two days

Dates

For updated start dates, please contact us or visit our website:
www.ukznextendedlearning.com

Facilitators include:

Mrs Jayne Whittaker

Jayne has been involved in computer training since the inception of Microsoft Windows many years ago. She has constantly upgraded her skills in this area, adding to her resume each time Microsoft introduces new software. To this end she obtained her Master Instructor certificate with Microsoft and her IC3 certificate through Certiport. She has an NQF 5 and NQF 6 in Project Management which she uses to compliment her organisational skills. This also enables her to facilitate computer training in MS Project as she has a good understanding of Project Management. At MassDiscounters she played a pivotal role in the Data Warehouse team.

Besides computer training, Jayne also teaches several soft skill programs, such as: Communication skills, Time Management and Business Presentation skills to a variety of retail, manufacturing, and other types of businesses.



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**EXTENDED
LEARNING**

UKZN Extended Learning (UEL) is committed to enrichment through lifelong learning, by providing high quality credit and non-credit bearing programmes in collaboration with schools and colleges of the University of KwaZulu-Natal. In a fast-changing environment, developing relevant and useful skills and knowledge, and the capacity to deliver results, is more important than ever. Our programmes are designed using the very best methods by combining content, based on both tried and tested results, and recent cutting edge research, with interactive experiential teaching and learning from local and international experts, faculty and guest speakers.

Disclaimer: Due to the extended planning horizon, UEL reserves the right to amend dates and prices at short notice, whilst protecting the consumer rights and interests of prospective delegates. For the most accurate information, please visit our website: www.ukznextendedlearning.com

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