

MODULE 10: PROFESSIONAL RELATIONSHIPS

CODE: 961 102 Duration: 30 hours

The General Principles of Communication

- Learning about the elements involved in the process of communication.
- Listing the obstacles to effective communication.
- Learning about the factors that promote effective communication.
- Examining, on the basis of their personal and professional experience, the way they communicate by recognizing their strengths and weaknesses.

Communication with the Accounting Department's Clients

- Learning about the characteristics and needs of the clients served by the accounting department.
- Discussing the conditions necessary for developing harmonious professional relationships.
- Experimenting with situations involving dealings with the accounting department's internal and external clients.

Teamwork

- Learning about the conditions and methods that facilitate teamwork.
- Experimenting with situations involving dealings with colleagues and superiors in which they must:
- Participate in creating a team and dividing tasks among the team members; make decisions; do a presentation; defuse tense situations; resolve problems by using techniques such as brainstorming, the nominal group technique, etc.
- Discussing the attitudes and behaviours that promote effective teamwork.