

## **MODULE 11: COMMUNICATION**

**CODE: 960 112 Duration: 30 hours**

### **The General Principles of Communication**

- Learning about the elements involved in the communication process.
- Listing the obstacles to effective communication.
- Learning about the factors promoting effective communication.
- Learning about non-verbal communication.
- Examining, on the basis of their personal and professional experience, the way they
- Communicate by recognizing their style of communication as well as their strengths and weaknesses.

### **Teamwork**

- Learning about how work teams function.
- Observing how work teams function and how good communication affects the way people
- Adapt to change.
- Learning about the main steps involved in solving problems as a group.
- Trying out creative work techniques as a group.

### **Application of Communication Techniques in Various Work Situations**

- Participating in normal and difficult role-play situations that involve colleagues, superiors and clients in which they must:
  - Transmit information
  - Receive information
  - Consult on certain matters
  - Give their opinion on certain matters