

# ORAL COMMUNICATION



## AND WORKING IN TEAMS Potential Exponents

**Do you want your workforce to become better communicators and team players? Do you want to increase Employee Value Proposition (EVP) for the ordinary employee who happens to be at the core of your product or service offering?**

***Never underestimate any interaction that occurs in the name of your organization  
– Every interaction counts; No matter who makes it!***

Potential Exponents offers SETA Accredited (NQF-aligned) Programme in Oral Communication and Working in Teams. This Programme is aimed at the ordinary employee that are at the core of the organization's product or service offering. They might or not interact daily with the organization's customer; but they certainly have to interact effectively with their Supervisors and management, as well as with each other; whilst being good team players. Every interaction counts!

This NQF-2 level SETA Accredited Programme is outcomes-based and is in line with the outcomes and assessment criteria as stipulated in Unit Standards: ***Maintain and adapt oral/signed communication*** (119454) and ***Work as a member of a Contact Centre Team*** (13874).

Upon completion attendants receive a Certificate of Competencies\*.

The following Modules are covered in detail and are facilitated in simple language:

- Speaking and listening strategies
- Socio-cultural sensitivity
- Language structure and conversions
- Presenting information
- Influencing audiences
- Working in a Team
- Dealing with conflict

**Duration: 3.5 Days\*\***

**Cost:** R5875 per delegate

(Course fee includes Learner Manual and Workbook; as well as Assessment and Moderation).

\*Certificate of Competence will be issued upon completion of summative assessment and a Portfolio of Evidence (POE); which should be submitted within the agreed time. Ongoing support for completion of POE is available. Learners declared not yet competent are afforded the opportunity to address the gaps that are outlined in the Assessor report.

\*\*A total of 100 notional hours including 3.5 days' workshop attendance and workplace learning combined with completion of summative assessment and POE.

### Enquiries and bookings:

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