



## INTERNATIONAL HOTEL SCHOOL

<b>Programme Name:</b>		<b>Business Communication Skills</b>	
<b>Programme Type</b>		Short Course	
<b>NQF Level:</b>		NQF Level 5	
<b>Unit Standard (s):</b>		252027	Devise and apply strategies to establish and maintain workplace relationships
		12433	Use communication techniques effectively
		252031	Apply the principles and concepts of emotional intelligence to the management of self and others
<b>Credits:</b>		Credits 18	
<b>Learning Outcomes:</b>		<p>By the end of this module, the business presentation and work place assignment you will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the steps in the communication process.</li> <li>• Demonstrate using the communication process during a presentation and Q&amp;A session.</li> <li>• Explain how your interpretation of a message may be impacted on by personal prejudice.</li> <li>• Describe the communication style model.</li> <li>• Identify which communication you are using in your presentation.</li> <li>• Explain how the DISC profile affects communication.</li> <li>• Identify an individual in your team with a different DISC profile and identify what you need to do to improve communication.</li> <li>• Explain why networks are required in an organisation and identify your network.</li> <li>• Evaluate the communication styles within your network.</li> <li>• Identify what you can do to improve the communication within the network</li> </ul>	
<b>Programme Structure:</b>		Two days Classroom One day formative assessment and coaching One day summative assessment	
<b>Teaching Methodology:</b>		Classroom facilitation; Class discussion; Group activities; Self-study;	Simulation; and Practical application
<b>Assessment Methodology:</b>		<b>Formative Assessment</b> Case studies, work place assignments, simulated presentation <b>Summative Assessment</b> <u>Knowledge:</u> Knowledge Test <u>Practical:</u> Panel Presentation	
<b>Duration:</b>	<b>Workplace Practise and On-job Validation:</b>	Workplace Practise = 28 Notional Hours = 4 days On-job Application = 152 notional hours = 18 days but time between training and summative assessment.	
	<b>Final Integrated Summative Assessment</b>	Panel Presentation	
<b>Minimum / Maximum Delegates:</b>		<b>Minimum:</b> 8	<b>Maximum:</b> 10
<b>Learning Programme Matrix Category:</b>		E	

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