

COMMUNICATION SKILLS COURSE SYLLABUS
(CERTIFICATE COURSES-CCM/CHRM/CBM/CSM)

Introduction

This module is intended to equip the trainee with knowledge, skills and attitudes to enable him/her to process information and communicate effectively at the work place.

General Objectives

- a) By the end of this module unit, the trainee should be able to;
- b) Appreciate the importance of communication in the work place
- c) Develop necessary skills for effective communication
- d) Appreciate the use of different modes and forms of communication
- e) Appreciate the role of Information and Communication Technology (I.C.T) in communication
- f) Develop the necessary writing skills for various documents
- g) Appreciate official etiquette, protocol and diplomacy at the work place
- h) Appreciate the nature of emerging issues and trends in communication

Module Unit Summary and Time Allocation

Code	Sub-Module Unit	Content	Time (hrs)
3.1.01	Introduction to Communication	<ul style="list-style-type: none"> • Definition of terms and concepts used in communication • Purpose of communication • Essentials of effective communication • Role of Information and Communication Technology (I.C.T) in communication 	8
3.1.02	Communication Process	<ul style="list-style-type: none"> • Channels of communication • Advantages and disadvantages of channels of communication • Stages of communication process • Barriers to effective communication • Strategies for overcoming barriers to effective communication • Basic concepts of transmission and receipt of communication • Ethical issues in communication 	10
3.1.03	Classification of Communication	<ul style="list-style-type: none"> • Types of communication • Uses of various types of communication 	10
3.1.04	Forms of Communication	<ul style="list-style-type: none"> • Forms of communication • Advantages and 	6

		disadvantages of each form of communication	
3.1.05	Channels of Communication	<ul style="list-style-type: none"> • Channels of communication • Advantages and disadvantages of each form of communication 	8
3.1.06	Official Etiquette, Protocol and Diplomacy	<ul style="list-style-type: none"> • Meaning of etiquette, protocol and diplomacy • Official etiquette • Protocol and diplomacy 	8
3.1.07	Writing Skills	<ul style="list-style-type: none"> • Use of punctuation marks in writing • Courtesy in writing • Paragraph development • Essay writing • Functional writing 	8
3.1.08	Summary	<ul style="list-style-type: none"> • Importance of summary writing • Steps in summary writing 	10
3.1.09	Report Writing	<ul style="list-style-type: none"> • Meaning of a report • Role of reports in an organization • Forms and types of reports • Formats of reports • Steps taken in preparation of report writing • Writing, editing, and dissemination of reports • Referencing styles used in reports • Preparation of PowerPoint slides 	8
3.1.10	Conducting Meetings and Minute Writing	<ul style="list-style-type: none"> • Definition of the terms meetings and minutes • Role of meetings and minutes in organizations • Types of meetings • Types of minutes • Planning and conducting meetings • Procedure for minute writing • Challenges faced in conducting of meetings and minute writing • Advantages and disadvantages of meetings 	6
3.1.11	Interviews	<ul style="list-style-type: none"> • Meaning of interview • Purpose of interviews in an organization • Types of interviews • Preparation for an interview • Interviewing skills 	6

3.1.12	Public relations and Customer Care	<ul style="list-style-type: none"> • Definition of terms public, customer and public relations • Types of customers • Role of public relations and customer care in an organization • Interpersonal/Human relations skills • Customer care and public relations skills • Challenges faced in public relations and customer care 	6
3.1.13	Emerging Issues in Communication	<ul style="list-style-type: none"> • Emerging trends and issues in communication • Challenges posed by emerging trends and issues • Ways of coping with emerging trends and issues in communication 	2
Total			100