

COMMUNICATION SKILLS COURSE SYLLABUS

(CERTIFICATE COURSES-CHRM 1/DHRM 1)

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