



Institute for Capacity Development (ICD)

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Communication and Report Writing Skills

Course Objectives

On completion of the course, participants should be able to:

- Develop their levels of self-motivation, self-control and self-confidence
- Use effective communication to improve efficiency and productivity at workplaces
- Develop an appropriate philosophy regarding the important role communication plays in administrative office management;
- Plan and structure different types of reports
- Apply basic mind-mapping tools to translate ideas to effective written documents
- Identify and avoid common pitfalls in report writing

Target Groups

- Report writers
- Administrators
- Managers
- Supervisors
- Office staff
- Junior secretaries
- Personal assistant and private secretaries
- Administrative assistants

Course Outline

- General Management Principles
- The Communication Process
- Communication skills development
- Communication styles and methods
- Identifying primary and secondary communication styles
- Verbal and non-verbal communication modes
- Barriers to effective communication
- Communication Protocol
- Communication with supervisors
- Communications with colleagues and subordinates
- Effective voice use
- Generating confidence through body language
- Creating an immediate impression in communication
- Identifying elements that influence first impressions
- The power of effective listening
- Building positive relationships through feedback
- Providing positive and constructive feedback in business setting

- Identifying guidelines for communicating with colleagues
- Communication and interpersonal relationships
- Internal communication memos and reports
- Types, functions, and importance of reports
- Common myths about report writing
- Avoiding common grammatical errors
- Qualities of good reports
- Planning for the report
- The writing process
- Defining the problem
- Determining report content
- Deciding on the length and format
- Approaches for different types of report
- Targeting the reader accurately
- Writing style
- Using words and sentences to communicate
- Using paragraphs effectively
- Creating logical flow in your writing
- Observing writing etiquette
- Making a visual impact in your report
- Report layout and editing
- Aspects to note about layout
- Writing the conclusion
- Using logical thinking to come to a conclusion
- Writing the recommendations
- Action Planning

Dates: 07th – 18th May 2018

Duration: 2 Weeks

Tuition Fee: US\$2850/delegate

Venue: Pretoria, RSA