

# Global FM School for Facilities Management

Course Outline Guide 2024

## Short Course Program: Communication Techniques for FM Managers and General Managers



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Short Course Program: Use Communication Techniques effectively for FM Managers and General Managers

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# 1. What is the Communication Techniques Course?

The skills, values and knowledge reflected in this course are required by people in the field of Facilities Management, General Management as well as manufacturing and engineering.

After the completion of this course, the learner will be able to demonstrate an understanding of a range of oral and written communication techniques. They will be able to effectively use these techniques as required during the course of their work in a supervisory and/or senior technical capacity in an organisation.



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## 2. General Information

### 2.1 Entrance requirement for this course

Open - No pre-requisites required

### 2.2 Duration of the course

This course has been designed to be presented over 2 days.

### 2.3 Course dates

29 - 30 July 2024

### 2.4 Methodology on Class Attendance

The Course will be presented via Webinar.

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## 2.5 Tuition Fees

R 4 000.00 (Excluding Vat) per learner

## 2.6 What are the payment terms and conditions?

**Pre-payment is essential for all courses.**

Certificates will only be issued to learners that have complied with all the requirements for a particular course. No certificates will be issued to any learner that is not fully paid-up.

Global-FM retains the right to amend course dates/ module dates. Should this occur, Global-FM will offer alternative dates in co-operation with the learners.

Should you be forced to pull out of a course prior to the commencement of the course, before attending the classes, you may be substituted by another without extra cost.

A registration fee of R 200.00 excluding VAT is payable on your registration.

In the event of cancellation made at least 30 days prior to the commencement date, a full refund of the course fee will be made. For a cancellation, made between 14 - 30 days prior to the commencement date, a 50% refund of the course fee will be made. If a cancellation is made less than 14 days prior to the commencement date, no refund of the course fee will be made.

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## 2.7 What are the registration fees?

R 200.00 excluding VAT

## 3. How to register

Please visit our website:

[www.global-fmschool.com](http://www.global-fmschool.com), and click on the "contact button" to submit your application to register.

Alternatively, send an email to [admin@global-fmschool.com](mailto:admin@global-fmschool.com) and a electronic registration form will be emailed to you, to complete.

Thereafter, the logistics for the enrollment procedures will be communicated to you via email.

## 4. Who endorses the Course?

Global-FM School for Facilities Management.

This is a Non-Credit Bearing Course

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## 5. Course Topics

The topics for this course includes the following:

1. Written and Oral Communication, focusing on The Communication Process, what you do when you communicate, Intrapersonal Communication, Interpersonal Communication, Workplace Communication, Keeping the workforce informed, A Corporate Communication System, Communication flow and structure, One-way and two-way communication, Efficient Work Place Communication, Failures in communication, Communications Strategy, Communication tools and methodologies, Feedback Mechanisms, Replying to communications, Select the method and tool of communication, Barriers to Communication and Preventing communication barriers.
2. Meetings, focusing on Introduction to Meetings, Types of Meetings, Characteristics of a meeting, Glossary of Terms, Duties, Preparing for a meeting, Keeping to the time allocated, Attending other people's meetings, How to Chair a meeting, Opening the meeting, Apologies, Minutes of the last meeting, Matter Arising, Correspondence, New Business, General, Date of next meeting, Adjournment, Handling Difficult / Problem people / Too Much and Too Little Participation Individuals / The Avoider / Uncooperative Person / Degraded / Turf Builder or Protector / Latecomer / Side Conversationists / Whiner or Agitator / Diverter. Techniques to create progress in a meeting and making decisions during meetings.

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3. Reports, focusing on Features of written communication, Plan and research, Generating Ideas, Recording, Planning or sequencing, Writing and revising, Selecting the format and structure of your text, the importance to edit and putting pen to paper. Individual activity focusing on meaningful written communication, types of reports: definitions, who needs the report and why, what are the reports for, Accurate information, Collection of information. Report Purpose, Preparing Reports: Verifying the requirements of relevant parties, Preparation, Collection of information, Organisation, Drafting the report, the layout of a report, an example of the format for a General Report, Checklist, Writing in a concise, simple, direct style and in the first person, Visual Clues, and rewriting the first draft.
4. Presentations, focusing on the Four Cornerstones of Presentations: **The Audience**, focusing on different presentation channels. **Planning a presentation**, focusing on Identifying the purpose of your presentation, know your audience, structuring your presentation. **Delivering the presentation**, focusing on Body language, First Impressions, Gestures, Walking Patterns, Stance and Posture, and Facial Expressions. **Presentation aids**, focusing on Types of Visual Aids, Guidelines for using presentation aids and Supporting material. **Question and Answering Techniques**, focusing on Good question handling practice, and General notes

#### Method of evaluation:

This is an attendance course, thus no evaluation will be required

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