

SECTION 1 | COVEY WORK (70%):

Inside-Out Approach:

- What does it mean?
- How does one go about it?
- Principle-centered paradigms

Proactivity Model:

- What is it?
- The four human endowments
- Proactive language
- Reactive language

Paradigms and paradigm shifts:

- Understand what happens during this process

Maturity continuum:

- Relationship between dependence, independence and interdependence
- The habits and how they relate to one another on this graphic depiction of the process
- What the process entails

Building towards a successful career:

- Give advice on what one can do to ensure they perform well at work
- Provide work habits one should develop to be happy in the workplace
- How to ace a job interview

Win-win:

- Dimensions (five)
- Definition and character traits
- Explain the habit and provide examples

Time management matrix:

- Distinguish between urgency and importance / independent will
- Draw the visualisation
- Label the quadrants correctly
- Provide examples of activities in each quadrant
- Describe each quadrant and delegation

Circle of concern & Circle of influence:

- Explain the concepts
- Provide examples
- Discuss how they relate to productivity
- How do they relate to the 4 unique human endowments? What are these?

Types of control:

- Define the three
- Describe them
- Provide examples

'Emotional Bank Account' (in practical scenarios):

- How can one make deposits into another's' EBA?
- How do we build trust with others?
- Strategies to ensure a balance is struck between persons
- Making intentional deposits

The P/PC Balance:

- What is this concept?
- Can you provide a practical example of this metaphor?

Empathic listening:

- Define the concept
- How can we start to use empathy effectively?
- What are the benefits of empathic listening?
- Provide an example scenario of using empathic listening to improve communication

Synergy:

- Brief summary of the concept
- What synergy IS
- What synergy IS NOT
- Examples of synergy in action
- How can one work synergistically with others?

Sharpen the Saw:

- Four dimensions
- Activities one can do to relieve stress and ensure balance

The Habits:

- Know the basics of each habit
- What are they? How can we employ them in our lives?

Prioritising:

- Key activities

Communication model:

- Basic concepts
- Types
- Begins and ends with comm.

SECTION 2 | MCMURREY WORK (30%):

Technical communication (TC):

- Why do we study this field?
- What words are used when defining TC?
- Why is it important for us to learn these concepts?
- What possible areas of expertise do technical writers work in?

Oral reports / presentations:

- Types
- Possible purposes
- Problem areas

Headings:

- How do we use them effectively?
- Design

Applications of technical writing (recommendation/feasibility):

- Categories
- Appeals when writing persuasively

Bulleted lists:

- When do we use these?
- Why?

Numbered lists:

- When do we use these?
- Why?

Tables:

- What are they?
- When do we use these?
- Why?

Graphs:

- What are they?
- When do we use these?
- Why?

Charts:

- What are they?
- When do we use these?
- Why?

Audience and task analysis:

- The basics and how these are undertaken