

Dear **Teacher:**

This form aims to determine how well you know customer service and/or business communication. This shall help the facilitators of the program plan the sessions. Please put a check mark in the box that would best represent your response to the following items.

Course Content

Can I discuss, explain and teach...

I.	Intro to Human Communication	YES	NO
1.1	The different types of miscommunication?		
1.2	The importance of perception management in communication?		
1.3	The difference between phonology, syntax, semantics and pragmatics?		
II.	Elements of Communication	YES	NO
2.1	The impact of culture in business communication?		
2.2	Sources of diversity?		
2.3	The elements of context in communication?		
III.	What and Why Of Communication 1 and 2	YES	NO
3.1	The definition of communication and the communication process?		
3.2	The different types of communication in different situations?		
3.3	The role and function of communication?		
3.4	Communication competence and its role in everyday interaction?		
IV.	Communication in the Workplace	YES	NO
4.1	The impact of culture in business communication?		
4.2	Sources of diversity?		
4.3	The elements of context in communication?		
4.4	The different types of miscommunication?		
4.5	The importance of perception management in communication?		
V.	Face to Face Communication 1 and 2	YES	NO
5.1	The unique power of and continuing need for face-to-face communication?		
5.2	Communication in an electronic age?		
5.3	Individual vs. group interaction?		
5.4	Effective listening and its relationship to communication?		
5.5	The value of face-to-face communication?		
5.6	Face-to-face communication applications?		

5.7	The challenges of face-to-face communication?		
VI.	Non verbal Communication and Business Etiquette	YES	NO
6.1	Role of Non-verbal communication?		
6.2	Business etiquette?		
VII.	Telephone and Business Communication 1 to 4	YES	NO
7.1	Business over the phone?		
7.2	The variables of phone interactions and the creation of smooth business transactions through them?		
7.3	The different parts of the Call Flow Model?		
7.4	Effective responses to concerns of the different types of callers?		
7.5	Different points to close a sale?		
VIII.	Business Correspondence 1 and 2	YES	NO
8.1	The purpose of communication in business?		
8.2	The criteria for effective messages?		
8.3	The different types of audience considerations?		
8.4	Messaging techniques for positive, negative and persuasive purposes?		
8.5	The different types of business correspondence?		
8.6	The parts of writing messages?		
8.7	The various types of Proposal and Report Writing?		
IX	Project Management 1 and 2	YES	NO
9.1	Basic Project Management activities?		
9.2	The effects of Decision Making in Project Outcomes?		
9.3	Business case?		
9.4	The improvement areas in business case proposals?		
9.5	The improvement areas in business case proposal for Project Charter?		
9.6	Project Charter?		
9.7	The challenges in Project Management?		
X	Creating Projects 1 and 2	YES	NO
10.1	The importance of Project Management planning?		
10.2	The value of a Project Plan?		
10.3	The different types of Risks?		
10.4	The creation of Gantt Chart from the Project Charter?		
XI.	Client Presentation 1 and 2	YES	NO
11.1	The importance of visuals in presentation?		

11.2	The guidelines for creating visuals and data display?		
11.3	How to create visuals from basic statistical data?		
11.4	The different uses of oral presentation?		
11.5	How to plan an effective presentation?		
11.6	The use of PowerPoint for visuals?		
11.7	The creation of basic presentation?		
XII	Managing Stage-Fright	YES	NO
12.1	Managing nervousness and stage fright?		
12.2	Confidence and effective client presentation?		
XIII	Employment Communication	YES	NO
13.1	Legal considerations in business communication?		
13.2	The key elements of Job Descriptions?		
13.3	The differences in Performance Review measures?		
13.4	Resignations as opportunity points?		

Learning Styles

Can I BEST learn...	YES	NO
1. Visually?		
2. Kinesthetically?		
3. Auditory?		

Teaching/ Training Methods

In most of my classes, do I use...	YES	NO
1. Demonstration?		
2. Facilitation?		
3. Cooperative Learning?		
4. Case Method?		
5. Project-Based Learning Method?		

