



# PRESENTATION SKILLS

NQF 3

UNIT STD – 119472, 13934



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### OUTLINE & OBJECTIVES

Learners at this level are aware of their audiences and purposes for communication. They adapt their style and language register to the requirements of different situations. They are able to listen and speak/sign confidently in both formal and familiar settings. They can articulate their purposes and reasons for the adoption of a particular register and style in any situation. They can usually identify the assumptions and inferences implicit in what people say/sign and how they say/sign it.

Persons credited with this unit standard are able to:

- Interact successfully in oral/signed communication
- Use strategies that capture and retain the interest of an audience
- Identify and respond to manipulative use of language

Learners will also be well positioned to extend their learning and practice into other areas in the business environment, or to strive towards professional standards and practice at higher levels.

The qualifying learner is also capable of:

- Demonstrating an understanding of the agenda of meetings
- Explaining the purpose and objective of minutes of meetings
- Taking minutes of meetings

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### COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

### COURSE OBJECTIVES

As we are all unique and there is no one else quite like you, you should present yourself as an individual. We incorporate your personality, style and skills to make you a better presenter whilst enabling you to tailor-make presentations using the actual tools you usually use. The use of digital video provides the platform for both verbal and written feedback that is participant specific.

### EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.