

## Business Communication for Project Managers

### 1. Overview

The purpose of this Workplace Learning Programme (WLP) is to equip participants with the communication knowledge and practical skills required to communicate effectively within project environments. The programme focuses on professional written, verbal, visual and digital communication, enabling participants to prepare project documentation, communicate with project stakeholders, facilitate meetings, and support successful project delivery through effective communication.

### 2. Programme Outcome:

- Apply effective business communication principles within project management environments
- Prepare clear, accurate and professional project documents, reports and business correspondence
- Communicate effectively with project teams, clients, contractors, suppliers and other project stakeholders using appropriate verbal, written and digital communication methods
- Adapt communication styles and techniques to suit diverse audiences, cultures and project environments
- Apply effective communication skills during project meetings, presentations, negotiations and stakeholder engagements
- Select appropriate communication channels, tone and language to support project objectives and organisational requirements
- Produce professional emails, project reports and business messages that facilitate effective project communication
- Demonstrate professional communication practices that promote collaboration, stakeholder engagement and successful project delivery

**Qualification:**

Certificate of Completion

**Duration:**

4-Months

**Programme Type:**

Category B – Workplace-Based Learning Programme

**Programme ID:**

PA0729

**NQF Level:**

5

**Credits:**

20

**Entry Requirements:**

NQF Level 4 qualification (Grade 12/National Senior Certificate or equivalent)

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**A choice of leveraged programmes for any person,  
At any level, in any department, of any company, in any industry.**

### Training Options:

**Online** - The SLP is delivered through a blended online support model consisting of:

| Activity                                                             | Duration       |
|----------------------------------------------------------------------|----------------|
| Session 1: Introduction to the SLP and Formative Assessment Briefing | 2 Hours        |
| Session 2: Formative Assessment Feedback and Consultation Session    | 1 Hour         |
| Session 3: Contact Session (Content Consolidation and Discussion)    | 2 Hours        |
| Session 4: Examination Preparation and Revision Session              | 2 Hours        |
| Total Facilitated Engagement                                         | <b>7 Hours</b> |

Participants will also have ongoing access to academic support through the LMS discussion forums throughout the project period.

### Minimum Participants Required:

(1) Online & (1) Blended

## 3. Topics

### Module 1: Communication in Project Environments

- Principles of business communication
- The communication process
- Communication within project teams
- Organisational communication and culture
- Communication barriers and challenges
- Stakeholder analysis and communication
- Cross-cultural communication in projects
- Professional verbal communication

### Module 2: Professional Project Communication

- Business writing principles
- Preparing project correspondence
- Writing professional emails
- Project reports and business documents
- Writing clear and concise project messages
- Tone, style and language in professional communication
- Preparing project documentation
- Effective written communication practices

**We trust that the above is in order and look forward to hearing from you for Implementation**

### **Module 3: Digital Communication and Stakeholder Engagement**

- Digital communication tools
- Visual communication in projects
- Communication technologies
- Stakeholder communication and engagement
- Client communication
- Planning and conducting project meetings
- Communication channels for project activities
- Professional workplace communication

### **Module 4: Workplace Communication for Project Managers**

- Communication within project teams
- Managing project enquiries, issues and feedback
- Communication during negotiations
- Building effective stakeholder relationships
- Professional communication and ethics
- Preparing a professional CV and cover letter
- Communication for career development in project management
- Professional conduct in project environments

## **4. Assessments**

Participants will be assessed through a combination of practical communication activities, project-based case studies, written assignments, workplace applications and an integrated summative assessment designed to evaluate the application of communication skills within project management contexts.

Successful participants will receive a certificate of completion.

## **5. Workplace-Based Learning Programme**

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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