

## GEN03

### Essential Communication skills

This course provides participants with practical techniques to communicate effectively within their teams. It includes active listening skills, cross cultural communication and strategies to promote effective team work.

#### delivery mode

3 day course - **19, 20, 21 April 2010** in Auckland (MIT venue)

#### who should attend

All employees who work in a team and/or who need to communicate with others especially from different backgrounds.

#### contributes to (qualifications)

Plastics Processing Technology (Technical) Levels 1 and 2  
Plastics Processing Technology (Production) Levels 1 and 2  
Engineering & Technology (Glass Containers) Level 2  
Glass Container Manufacturing (Levels 1, 2, and 3)  
Paint Manufacturing (Level 2)

#### prerequisites

Nil

#### includes the following unit standards

Unit Standards	Level	Credits	Description
3501	1	4	Apply listening techniques
3503	1	2	Participate in a team or group to complete routine tasks
1277*	2	3	Communicate information in a specified workplace
1304	2	2	Communicate with people from other cultures
8817	1	2	Listen attentively during and interact in discussion
9677	2	3	Participate in a group/team which has objective(s)
<b>Total Credits</b>		<b>16</b>	

\* may require a witness testimony from the workplace after the course

#### Alternative date / venues

For alternative dates or extra course details see our course calendar or our website [www.pampito.org.nz](http://www.pampito.org.nz)

#### prices

Standard Price in 2010 is **\$1,003.00 (incl GST)** in Auckland

We have three pricing options

**Standard prices:** These are listed on our course calendars and website

**Early bird prices:** 9% discount available if payment is received 3 weeks prior to course date

**Rebated Prices:** up to 40% subsidy when 12 or more participants attend a course

A minimum of 8 participants are required for courses to go ahead. Courses may be rescheduled if numbers are insufficient.