

Effective Communication - Course Design Document

Ver 1.0

1. About the Document:

This design document specifies all the decisions made about the course up to this time, including:

- Purpose of the course
- Intended outcome of the course
- Audience description
- Delivery method(s)
- What to train
 - High level outline
 - Detailed lesson outlines
- Objectives of each lesson
- Assessments/exercises for each task

2. Purpose of the Design Document:

The purpose of the design document is to obtain agreement with all stakeholders about the vision and plan for the course. These parties include:

- Internal clients (BU SME's) and reviewers
- Team members (iLD) working on the course
- External clients, if any

3. Sign-off:

Obtaining sign-off on the design document is important in ensuring agreement on the plan at this point. Once an agreement is secured from key stakeholders work on developing the course materials can begin.

An approved course design document is required to release a course as an official curriculum

Key stakeholders for Design sign-off

- Designated Leader from BU (for BU developed courses)
- Head of iLD

Contents of a Design Document

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Purpose of the Course:

Whether it's a face-to-face conversation or a professionally written e-mail exchange, this program helps the learners build meaningful communication that entails establishing a connection that leaves a powerful impression.

Audience Description:

T1 to T3xx associates

Course Objectives:

After completing this course, the learner will:

- Be aware of the ways in which they can build meaningful communication that entails establishing a connection that leaves a powerful impression.
- Be clear about the importance of having strong communication skills.
- Be conscious of the fact that effective communication skill is the foundation on which companies and careers are built and a crucial component of lasting success.

Learning Assessment:

- Questionnaires / Assessments (during the training)

Instructional Strategies:

- Virtual Instructor Led training.

Media:

The course will utilize the following media

- Video
- Group Discussions
- Audio Visuals
- Questionnaires / Assessments.

Duration:

This course is covered in a single block of 5 hours ' instructor led session.

- Pre Training Activity: None
- Post Training Activity: None

Course Scope:

The course contains 7 lessons. The lesson brief is given below:

Lesson	Objective	Topic List	Delivery Method	Duration	Practice check Method	Annexure
1	Day 1 - Questioning skills		Virtual	(30-40 minutes)		
2	Day 2 - Listening skills		Virtual	(30 minutes)		
3	Day 3 - Conference calls		Virtual	(30-40 minutes)		
4	Day 1 - Assertiveness		Virtual	(30 minutes)		
5	Day 2 - Importance of effective communication		Virtual	(40 minutes)		
6	Day2 - Spoken communication - pitch, tone, understanding ability etc.		Virtual	(60 minutes)		
7	Day 2 - Giving and receiving instructions		Virtual	(40 minutes).		

Activities Conducted:

Activity #	Activity	Objective	Duration	Annexure
Nil	Nil	Nil	Nil	Nil

Development Tools

Not Applicable

Ownership

The design and Development of the course is External

Course approval is in progress

Course revision from time to time by Jesse Amson (HR)

Approved facilitators: External

Development Time

Not Applicable

Support Requirements

Not Applicable

Project Sign off

Approved by :

Date :

Place :

