

**MINISTRY OF EDUCATION AND YOUTH
ADULT LEARNING AND DISTANCE EDUCATION CENTRE**

IN-SERVICE COURSE PROPOSAL

Course Title: Basic Skills in Working Environment

Course duration: 15 hours

Date: To be decided

Venue: NIE

Course Content:

Telephone and Communication Skills:

Characteristics of telephone usage

Planning the outgoing call

Rules for receiving calls

Methods of communication

- Oral communication
- Written communication

Customer care:

Receiving and assisting clients

The working relationship

- With clients, the boss, other colleagues

Working in a team

Preserving the working relationship

Dealing with complaints

Basic Managerial Skills

Book keeping and records keeping

Stock control

Dress Code

The proper office attire