

Communication and Stakeholder Management

3-Day Short Course

NQF alignment

NQF level 8

Successful completion provides full credits for the Communication and Stakeholder Relationship Management Module of the Honours Programme in Public and Development Management, NQF level 8, nine credits.

Course can be delivered as in- house courses, starting with a minimum of 8 participants with catering and venue included in the costs (Vat Inc.).

This course can also be customized to the training needs/specification of the client with relevant sector specific case studies.

This course is certified by Stellenbosch University. Upon completion of this course, participants receive a Stellenbosch University Certificate of Completion/Competence.

Facilitator & Assessor

Prof Zwelinzima Ndevu



Stellenbosch

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SPL

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TARGET GROUP

All senior, middle and junior managers of public sector organisations.

DELIVERY MODE

- Face to face
- Online
- Blended: Ms Teams/Zoom & OR face to Face - Scheduled learning which combines one or more face-to-face study block(s) with one (or more) remote study blocks.

OBJECTIVES OF THE COURSE & OUTCOMES

The overarching objective is to equip participants with knowledge of, as well as insight and skills in communication and stakeholder Relationship management. This must be done in such a manner that they can utilise the techniques in their particular work situation and project environment in order to achieve immediate outputs and to support their sustainable outcomes.

Module Outcomes (Participants should be able to)

1. Explain the concepts communication and stakeholder relationship management within the development context;
2. Explain the origin, features and outcomes of community development;
3. Distinguish between ethical and practical principles of community development;
4. Identify the main actors in community development;
5. Give clarity on the skills required for community development;
6. Present information and give clarity on the role and place of community development workers in communication and stakeholder relationship management; and
7. Identify, implement and manage the life of a project for community development.

ASSESSMENT

After attending this course, participants should be able to fulfil the following assessment criteria through the methods of assessment indicated below:

Assessment methods information

Participants will be individually assessed by means of the following methods:

1. A group presentation covering a specific outcome during the contact session (10%);
2. Written closed book examination at a set date assessing knowledge and insight regarding communication and stakeholder relationship management theory covered in the module (50%); and
3. Written assignment discussing context specific questions relating to specific outcomes to be submitted at a specified date after contact session (40%).

Assessment criteria:

Through the assessment, each participant must individually prove that he/she can fulfil the set outcomes and apply the knowledge of, as well as insight and skills in communication and stakeholder relationship management in a municipal work environment in general and his/her own work in particular. For successful completion, the average of all assessments must be a minimum of 50%.



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