



INFOCUS COURSEWARE

Work and Communicate Effectively in



Product Code: INF988

ISBN: 978-1-925873-16-0

❖ General Description

The skills and knowledge acquired in Work and Communicate Effectively in an ICT Environment are sufficient to be able to work and communicate effectively within organisational policies and governance arrangements, using information and communications technology (ICT) systems, equipment and software. It applies to individuals who may work under supervision with responsibility to support others within a small office environment.

❖ Learning Outcomes

At the completion of this course you should be able to:

- work effectively within an *IT* environment
- effectively communicate with clients and colleagues

❖ Prerequisites

No prior knowledge is required to complete Work and Communicate Effectively in an ICT Environment.

❖ Topic Sheets

40 topics

❖ Methodology

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

❖ Companion Products

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at www.watsoniapublishing.com.

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Product Information



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Contents

Working Effectively in IT

What Is the IT Environment
IT Service Areas
Research - IT Service Areas
Roles in IT Service Areas
Additional Roles in It Service Areas
Activity - Roles in IT Service Areas
IT Roles in an Organisation
IT Roles External to an Organisation
External IT Organisations
The Role of Government in IT
Activity - Key Players in an Organisation
IT Policies and Procedures
Research - IT Policies and Procedures
IT Equipment
Software
Activity - Hardware and Software
Operating Environments and Procedures

Research - Recording Enquiries and Requests

Communicate in the Workplace

The Art and Science of Communication
Who Are Your Clients
Activity - Clients
Receiving Requests and Enquiries
Activity - Receiving Requests and Enquiries
Case Study
Verbal and Non Verbal Communication
Questioning and Active Listening
Activity - Responding Appropriately to Enquiries
Accommodating Differences
Differences in Documentation
Activity - Accommodating Cultural Differences
Answering Enquiries and Requests
Presenting Written Information
Activity - Presenting Written Information
Referring Enquiries and Requests
Activity - Referring Enquiries
Following Up Enquiries and Requests
Activity - Following Up Enquiries
Recording Enquiries and Requests



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