

Module:	Communication
Area	<u>B – Technical - Professional</u>
Objectives	<ul style="list-style-type: none"> - To acquire competence in team work - To build corporate communication skills
Classroom Activities	30 hours
Contents	<ul style="list-style-type: none"> - Customer care and satisfaction - Business letter drafting - Marketing and business communication - Problem-solving techniques
Laboratory Activities	N/A
Expected Learning Outcomes	<ul style="list-style-type: none"> - Teamwork Building - Self assessment - Ability to correct one's own behaviour
Credits (ECTS)	0