

Certificate of Nuclear Professionalism (CoNP)

20|20
business
insight

Module 3 - Communication

This unit addresses the tools and knowledge required by an individual to communicate effectively in their role and appreciate the importance of stakeholder management in the nuclear sector, in particular in managing complex projects. Effective communications will lead to effective decision making ensuring safety remains the number one priority at all times.

COURSE CONTENT

The syllabus includes an overview of all aspects of the APMP syllabus including:

1. Communication Management

- Written and verbal communication
- Effective meetings
- Management Report Writing
- Effective Presentation

2. Information Management

- Information Management System
- Decision making process
- Information management process
- Data and Information definitions
- Types of information, changing information into knowledge and evaluating information

3. Stakeholder Management

- Stakeholder Definition and Management Process
- Stakeholder identification
- Stakeholder analysis
- Understanding, communicating, developing and managing stakeholders



A partnership between



This course is part of the Certificate of Nuclear Professionalism (CoNP) delivered in partnership with the National Skills Academy Nuclear (NSAN) and the Open University.

COURSE DELIVERY OPTIONS

1. Classroom - open course schedule (3 days, includes exam).
2. In-house - at your location (3 days, includes exam).

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OUTCOMES:

1. Understand the key stakeholders in delivery of nuclear work.
2. Understand the importance of stakeholder management in the nuclear context.
3. Understand the importance of maintaining an auditable trail (log book, work record, live files) and where this fits in the delivery of a safety case and lifetime records.
4. Understanding of how important it is to identify the target audience and the appropriate message.
5. The ability to appraise and evaluate material, using relevant sources to support a communication output
6. Recognise the value in delivering simple messages even when presenting complex technical material.
7. Recognise the value in robust arguments, identifying potential contentious issues and the appropriate responses to address.
8. Have an awareness of different formats to present data and as a result have the ability to present data in the appropriate format ensuring the recipient can understand the message easily.
9. Understand the communications methods used in a technical forum ie technical drawings, specifications, systems diagrams.
10. Have the ability to summarise information to deliver simple, high level messages with the ability to deliver complex reports simply.

20|20 Business Insight - Optimising Project and People Performance.

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