

EFFECTIVE COMMUNICATION

HIGHFIELD ELEARNING

FACT SHEET

- Quick and Easy
- Flexible and Accessible
- Saves Time and Money
- Audited and Approved
- Accredited Option
- Bite-Size Sessions
- No Social Distancing

SHORT COURSE



KEY DETAILS AT A GLANCE

Duration	20 - 40 minutes
Audience	Ideal for employee inductions, apprentices and employees at any level within the business.
Prerequisites	No prior knowledge needed
Certificated	Yes - Highfield Completion Certificate
Compatibility	Laptop/Desktop PC Internet Explorer 11 Microsoft Edge Google Chrome Mozilla Firefox Apple iMacs/Macbooks Safari Google Chrome Mozilla Firefox iPads Safari Google Chrome for Tablets Android/Windows based tablets Internet Explorer 11 Google Chrome for Tablets Mozilla Firefox Microsoft Edge

NOTE: Enabling JavaScript and a stable broadband connection are required.

ABOUT THE COURSE

This course is ideal for all levels of employees and as part of the induction process for new employees.

It is designed to help your business understand the importance of good communication.

The course covers the different types of communication and the importance of context in communication. It will equip candidates with the tools to identify barriers to communication and how to overcome them. Candidates will understand the importance of effective communication in the workplace and the potential consequences of ineffective communication.

AREAS COVERED

The modules of this short course include:

- The communication cycle
- Communication in different contexts
- Types of communication
- Barriers to communication
- Inclusive communication
- Overcoming barriers to communication
- Effective communication in the workplace
- Consequences of ineffective communication

ASSESSMENT AND CERTIFICATION

Candidates will be assessed by a series of multiple-choice questions upon the completion of each of the modules. Subject to satisfactory completion, candidates are given access to an electronic Highfield quality endorsed certificate of completion (in PDF format), which they are able to print.

WHAT NEXT?

If you'd like to purchase this eLearning course, call us on:

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