

Communication Fundamentals

Successful communication allows organizations to function effectively and efficiently. Without communication, an organization’s ability to be productive is limited and opportunities for miscommunication, mistakes and frustration are increased. This module introduces the critical skills of workplace communication emphasizing steps and processes that can eliminate barriers and improve understanding.

Focus: This seminar is designed for anyone who routinely communicates with others as part of their job function and wishes to improve their skills.

Length: 4 Hours

Performance Objectives

- Recognize the components of the communication process
- Recognize and reduce barriers to effective communication
- Create messages that are clear and concise

Course Modules include:

Basics of Workplace Communication	This module introduces the key themes of the course: the importance of communication in the workplace and goals of workplace communication. Participants evaluate their own communication goals and benefits of improving communication outcomes.
Enablers and Barriers to Communication	Participants identify their communication style and learn how it can act as a barrier. They also learn specific tools that they can use to enable successful communication.
Effective Verbal Messages	In this section, participants build on prior concepts to learn techniques to create effective verbal messages.
Effective Listening	The section focuses on the choices we tend to make when listening, as well as the impact of those choices.