

Duration: 2 hours 30 mins

Course level: Introductory

Delivery method: Online

Introduction

Communication is vital to the success of any business. When it's done right, it can result in excellent relationships with colleagues, customers and suppliers. But when it's done wrong, poor communication can have a negative effect on a business's relationships and its bottom line.

This course will help employees improve the way they interact with people they work with. From understanding body language to learning active listening and questioning techniques, participants will gain a good grounding in the principles and practice of effective communication.

As well as reducing the risk of awkward and costly misunderstandings, effective communication will save users time and increase the efficiency of their business.

Who is the course for?

Communication Process is for people who are likely to become line managers. It is also suitable for those who are already in post, but have had little or no formal training and limited work experience.

There are no formal entry requirements and the easy to follow, step-by-step format of this course means participants can work at their own pace, making it ideal for anyone new to the subject.

What will you get from this course?

When you have completed this course, you will be able to:

- identify the main stages in the communication process
- understand the importance of effective communication
- describe some common barriers to communication
- know how to avoid and break down these barriers.

Course features

Communication Process gives you a theoretical introduction to improving communication at work.

The course uses a simple case study, and basic exercises such as multiple choice and true or false questions. After each exercise you'll be given feedback on how you've done.

An audio soundtrack delivers most of the content, with simple graphics and on-screen text summarising the key points.

You can print a transcript of each screen's audio component for future reference. The course also includes a glossary of business terms, an alphabetical list of business "thought leaders", and a resources section featuring links to useful online business resources.

Communication Process is available for six months from the date first accessed.

Other courses you might be interested in

Briefing Skills
Written Communications
Producing Project Reports

Course code: 100594BT027

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