

COURSE CONTENT OVERVIEW

# Communication Skills



This Communication Skills course will help learners to understand the importance of communication in the workplace. It introduces a range of strategies that learners can use to become more efficient and effective communicators. This course has been designed for anyone who wants to improve their communication skills.

The course explains the importance of communication, the different methods of communication, how to communicate with confidence, how to communicate in difficult situations, and how to communicate in order to support equality and inclusivity.

### **Module One: An Introduction to Communication**

This introductory module provides learners with an overview of communication. Learners will discover the importance of communication, its place within the modern workforce, and what effective and ineffective communication look like.

- What is communication?
- Self-evaluation activity
- Can I become a more effective communicator?
- Why is communication important?
- The importance of communication in a digital age
- Skills of the future
- What does good communication look like?
- What does ineffective communication look like?

### **Module 2: Types of Communication**

In this module, learners will uncover the different types of communication and consider when it is appropriate to use them. They will also consider the advantages and disadvantages of each type of communication.

- Choosing methods of communication
- Synchronous and asynchronous Communication
- Verbal communication
- Spoken communication: face-to-face
- Spoken communication: asynchronous
- Telephone conversations
- Written communication
- Non-verbal communication
- Body language
- Active listening

### **Module 3: How to Communicate with Confidence**

In this module, learners will uncover how they can communicate with confidence. The module is packed with tips to help learners appear more confident within both their everyday interactions, as well as during important events, such as job interviews, presentations and pitches.

- What is confidence?
- Finding your inner confidence
- Be assertive
- Be positive
- Be authentic
- Use your body
- Confidence in the moment
- Be prepared
- Storytelling
- Use your voice
- Breathe

### **Module 4: Communicating in Difficult Situations**

Here, learners will discover how to communicate effectively and efficiently during difficult situations. Learners will consider the difference between being reactive and responsive, how to handle conflict and confrontation, and how to provide effective feedback, as well as how to combat negativity in the workplace.

- Responding vs reacting
- Challenging conversations
- Handling confrontation and conflict
- Combating negativity
- Giving constructive feedback
- Difficult announcements (Choose Your Path Content)
- Supporting grieving colleagues

### **Module 5: Communication to Support Inclusion and Equality**

In this module, learners will understand what it means to be inclusive and how they can support equality and inclusion through their communication. Learners will look at how to communicate to best support sign language, neurodiversity and colleagues with English as an additional language.

- What is inclusive communication?
- Neurodiversity and communication
- Sign language
- English as a second language (ESL)
- Cultural differences in communication
- Inclusive language

### **Module 6: Top Communication Tips**

In this final module, learners will be introduced to six more crucial top communication tips. They will also have the opportunity to reflect upon which aspects of communication they would like to work on as they continue their learning journey. Learners will also have another chance to download all of the course materials, including a glossary and a Find Out More document.

- Develop empathy
- Ask questions
- Focus on the Present
- Get into character
- Reflect and learn
- Self-belief
- Communication skills improvement plan
- Course downloads

## Aims of the training

By the end of this course, you will:

- Understand your communication strengths and areas for development.
- Understand the different methods of communication and their advantages and disadvantages.
- Understand the importance of active listening and non-verbal communication.
- Understand how to communicate with confidence.
- Understand how to communicate effectively in difficult situations.
- Understand how to give effective constructive feedback.
- Understand how to support equality and inclusion through communication.