

COMMUNICATION

hot

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online training



Effective workplace communication is crucial for a company's culture and success. Whether it's verbal exchanges in the office or concise emails to customers, delivering the right message to the right audience is essential. Good communication reduces conflicts, boosts employee engagement, nurtures relationships and enhances productivity. Share the importance of effective communication with your staff/students through this engaging e-learning course.

Areas covered

- What is communication?
- Communication context
- Communicating using words
- Tone of voice
- Question styles
- Non-verbal communication
- Body language
- Barriers to communication
- Inclusive communication
- Active listening
- NATO phonetic alphabet
- Challenging situations
- Effective communication in the workplace
- Ineffective communication



Who is it aimed at?

Highfield e-learning's Short Course in Communication is ideal for employees of all levels within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.



Key details at a glance



Duration: 20 – 40 minutes



Assessment: Multiple-choice questions



Certificated: Yes – Highfield Completion Certificate



Support: 01302 363277
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Translation: Details available on request



Localisation: EU legislation within a UK context, but suitable for international businesses that trade with the EU and will be subject to the legislation

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