

# COMMUNICATION

hot

highfield  
online training



Communication is a vital skill in every workplace. This course introduces learners to the communication cycle, key methods of communication and strategies for making interactions more effective. Covering inclusive communication, active listening and how to overcome barriers, this short course helps individuals communicate clearly, respectfully and confidently in a variety of workplace situations.

## Areas covered



- The communication cycle and the process that takes place when we communicate
- Different types of communication and methods of communicating with others
- What makes communication effective and some of the factors that can make communication less effective
- The importance of inclusive communication
- Strategies for overcoming barriers to communication and the consequences of poor communication

## Who is it aimed at?



This course is suitable for employees, managers, and apprentices across any sector. It's ideal for induction or refresher training and supports anyone looking to improve their everyday workplace communication.

## Multi-device compatible



This course is compatible with most popular desktops, tablets and mobile devices.

## Key details at a glance



**Duration:** 40 minutes – 1 hour



**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

