

Communication Process

Course length: 3 hours*

Course Code: 100594BT027

This course will help you to improve the way you interact and communicate at work.

Benefits for the Learner

You're not alone if you believe your communication skills let you down at work! Many managers who have received no formal communication training struggle to get their message across and to listen to others properly.

This course is packed with tips and techniques to improve the way you interact with people at work. From understanding body language to learning active listening, from the importance of two-way communication to developing good questioning techniques, it will help you understand both the principles and the practice of good communication.

Benefits for the Business

Even the most capable manager can suffer from poor communication skills – and an inability to interact effectively with colleagues, staff, customers and suppliers can have a negative affect on the performance of your business.

This course tackles the issue of poor communication within your business. It explores the dangers of bad communication and the benefits that improved communication can bring to everyone in the workplace.

What You Get From This Course

Having completed this course, you will be able to:

- Identify the main stages in the communication process
- Describe the implications of this process for how messages are communicated
- Identify the common barriers to communication and know how to overcome them
- Use body language, active listening and questioning techniques to communicate effectively

What Does the Course Cover?

- Understanding communication
- Communicating effectively

How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 3 hours to complete.

*Courses are accessible for six months from the date of purchase.