

Effective Communication



This course helps reps to enhance their verbal and non-verbal communication and presentation skills, as well as establishing an understanding of the importance of team working.

Who should attend?

Reps who have completed the Workplace Reps Introductory Certificate course.

Learning outcomes

On completion of the course workplace reps should be able to:

- Identify effective methods of communication.
- Describe, understand and overcome the barriers to good communication.
- Use effective listening skills.
- Understand interviewing techniques and questioning styles.
- Understand the importance of good written communications including letters, emails and report writing.
- Use presentational skills to provide information to an audience.
- Understand the dynamics of team working and good team communication.
- Understand the future of communications and new technologies in the workplace.

Pre-course activities

None required.

Duration

National venues - 5 days

Regional/Country venues – check the course dates list or contact your regional education office as the duration in each region/country may vary.

Venues

All regional/country and national training centres.

Accreditation and certification

This course is accredited through the Passport to Progress framework.

On successful completion of this course you will be issued with a certificate of unit credit by the Open College Network (OCN).

Progression route

Following this course there is a choice of training programmes available as shown in the education section of the website.

Key points

Aimed at:

Reps who've completed the Workplace Reps Introductory Certificate course.

Duration:

**National venues - 5 days
Regional/Country venues –
check the course dates list
or contact your regional
education office.**

Key aims

To provide workplace reps with the confidence to:

- Identify effective methods of communication.
- Describe, understand and overcome barriers to good communication.
- Understand interviewing techniques and questioning styles.
- Understand the importance of good written communications and report writing.
- Understand the dynamics of team working and good communication within teams.