

Communication Skills

The way you communicate affects every aspect of your life. You can communicate through spoken words, eg in a face-to-face conversation or talking on the phone. Or you can communicate through writing, such as an email or report, or nonverbally through your body language and facial expressions.

Good communication skills not only help you more accurately convey your message but can help you build more meaningful relationships and interact more effectively with the people around you. If you feel you are not a good

communicator, there are many techniques you can use to improve. For example, practising how you speak, listen and write to others. Understanding how your body language supports or contradicts your meaning can also help you become a more effective communicator.

Another major part of effective communication is developing your emotional intelligence. This is the ability to identify and manage your own emotions as well as the emotions of others. The course explains the four areas of emotional intelligence. People who adopt all four areas often have stronger leadership skills, are able to manage stress more effectively and have more meaningful relationships both inside and outside the workplace.

Course Objectives/Details

- Describes the different forms of communication, such as verbal and nonverbal, and the benefits good communication can have on your personal and professional life.
- Discusses how to choose the best channel of communication and overcome barriers to effective communication, such as cultural, personality and perceptual barriers.
- Outlines the 7 Cs of effective communication and how you can incorporate them into spoken and written communication.
- Explains how you can become a more effective listener and enhance your emotional intelligence.
- Describes how nonverbal cues such as body language, facial expressions, gestures, tone of voice and other cues can impact communication.



On successful completion of the test users can download and print a certificate



The course lasts approximately
60 minutes



Users are required to take a final test consisting of 10 default questions. **The default pass mark is 70%**