











## Overview

We all communicate every day, but do our messages come across clearly? Pitch, tone and body language are just a few of the factors you need to consider, in addition to the words spoken. In a perfect world everyone would understand what we said all of the time. Unfortunately, sometimes there is a misunderstanding between what we say and how that is understood.

Personalities need to be considered when communicating. This course explores dynamics which can lead to frustration when communicating with others. You will have a greater understanding of how to adapt your communications to obtain the best results when working with colleagues.

Whether it is at work or at home everyone can improve their communication skills. The skills and understanding developed will make you a more efficient communicator in all aspects of your life. However you communicate, this course will give you something that you can apply to every situation.

## This course contains the following modules:

Module 1 - Different forms of communication - In this module you will look at how we communicate, body language, tone of voice, words, effects of communication and social media

Module 2 - The importance of effective communication - In this module you will look at effective communication, personality traits, barriers, question types, closing questions, verbal and non-verbal cues and written communication

Module 3 - Know how to actively listen - In this module you will look at listening, barriers, what not to do and active v everyday conversation

Module 3 - Monitoring communication skills - In this module you will look at being a good communicator, self-assessment and monitoring communication.

