



# Communication

Effective communication in the workplace is integral to a company's culture and business success.

Whether it's face-to-face verbal communication in the office, or non-verbal communication like a quick email to a customer, getting the right message to the right person can be vital. Good communication can mitigate conflict and improve engagement among employees. It can also create better relationships, both internally and with customers, that result in a more talented, productive workforce.

## The Course

The Highfield e-learning Short Course in Communication is designed to help your organisation understand the importance of good communication.

Learners on the course will learn what communication is, the different types of communication and the importance of context in communication. It will equip learners with the tools to identify barriers to communication and how to overcome them. Finally, learners will understand the importance of effective communication in the workplace and the potential consequences of ineffective communication.

## Areas Covered

- The communication cycle
- Communication in different contexts
- Types of communication
- Barriers to communication
- Inclusive communication
- Overcoming barriers to communication
- Effective communication in the workplace
- Consequences of ineffective communication
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## Who Is It Aimed At?

Highfield e-learning's Short Course in Communication is ideal for all levels of employee within a business and as part of the induction process for new employees.

The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace. No prior knowledge needed.

## Typical Duration

20 - 40 minutes.

## How It Works

Our e-learning is available to use on multiple platforms such as tablets, PCs and laptops. All you need is an internet connection. Learners simply log on to the Highfield Learner Management System (LMS) and work their way through the course, along with the scenarios that provide them with real-life context.

Learners are assessed at the end of the course by multiple-choice questions.

## Certification

Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.