



E-LEARNING SHORT COURSES FACT SHEET

COURSE TITLE	COMMUNICATION
COURSE LEVELS	INTRODUCTORY
COURSE OVERVIEW	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.
COURSE CONTENT	<ul style="list-style-type: none"> • 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
WHO IS IT AIMED AT?	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.
COURSE DURATION	20-40 minutes
TEST/CERTIFICATION	Learners are assessed at the end of the course by multiple-choice questions. Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.
COST	£5.00