

EFFECTIVE WORKPLACE COMMUNICATION

Course description

Effective communication is what helps us understand others better as well as express what we need to ensure we achieve personal and organisational goals. This course aids participants to understand basic communication strategies. To develop your electronic, oral and written communication skills to gather, convey and receive information as well as to complete routine written correspondence.



Maintaining effective relationships with colleagues and friends depends on your communication skills. This course will provide you with a range of communication techniques and strategies that will enable you to become a more effective and confident communicator.

Learning Outcomes:

- Develop active listening techniques to enhance understanding and show empathy
- Develop behaviours to enhance working relationships
- Use effective questioning skills
- Identify and develop your personal communication style
- Give and receive appropriate feedback
- Use effective communication techniques to deal with difficult situations
- Identify barriers to effective communication



Program overview: Effective Workplace Communication

Effective communication is what helps us understand others better as well as express what we need to ensure we achieve personal and organisational goals. This course aids participants to understand basic communication strategies. To develop their oral and written communication skills to gather, convey and receive information as well as to complete routine written correspondence. Your assessments will involve oral communication over the phone with your trainer, producing written correspondence and completing questionnaires relating to your communication strategies. You will need access to a workplace either as an employee or on a voluntary basis, as your supervisor will also need to complete a third party report (provided by us) on your consistency as an effective communicator.

The successful completion of this course will lead to a statement of attainment for these 2 nationally recognised units of competency from within the Certificate II in Business (BSB20107)

- BSBCMM201A: Communication in the Workplace
- BSBITU203A: Communicate electronically

Course Delivery, Duration and Enrolment Period:

Connect Training Group offers courses through flexible delivery modes (online or correspondence) to make it easier to incorporate study into your schedule, allowing you to reach your goal while not missing out on family, personal and business commitments.

NO fixed face-to-face classroom dates and times. Enrol and study when and where it suits you! You are never alone as our friendly, supportive trainers will guide you through your course and assist with feedback and suggestions to make training enjoyable.

We estimate it will take approx 40 hours to complete this course, however we provide 3 months access once you have enrolled.

Course fees

Program fees includes access to your course content which includes all required resources as well as one-on-one trainer support for the duration of your enrolment. Payment can be made via our payment gateways by credit card, bank transfer, cheque or money order. Payment plans are also available by arrangement.

**** Please check our website: www.connect.edu.au for current course prices and specials.**

Trainer support

You have one-on-one trainer support for the duration of your enrolment. Your trainer will assist you throughout the program with any questions you may have and help you work through any challenges that may impede your progress. Support is provided by: Phone (1300 number); email; Skype text, chat and video link; message and forums from within your course. Assessments are turned around within 72 hours allowing you to continue working consistently through your course.

Assessment Pathway

These 2 units form a learning pathway towards a qualification in Business Services such as the BSB20107: Certificate II in Business.

The following assessment pathways are available for you to complete this course:

- **Study followed by assessment**
- **Recognition of Prior Learning:** If you have previous skill and knowledge and can provide evidence to support your RPL application. RPL application kit provided on request.
- **Assessment only:** Simply work through the assessments

How do I enrol?

Through our website: www.connect.edu.au. Simply select the course you wish to enrol and follow the prompts. If you have any questions please phone: **1300 737 434** during business hours or email: info@connect.edu.au.