

# | ONLINE LEARNING |

## COMMUNICATION



LEVEL 1



COST £10

This e-learning course covers the subject area of communication in the workplace. This is the process of exchanging information, both verbally and non-verbally, within an organisation. It can support the delivery of several qualifications that are available from Highfield as well as several of the new apprenticeship standards.

### WHAT DOES IT COVER?

Topics covered on this course include:

- 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

