



PROFESSIONAL TRAINING

## COMMUNICATION SKILLS IN A MODERN WORLD OF WORK



## COURSE DESCRIPTION

Communication in the modern world of work has become complex. Even with all the technology and tools we have available to us that are supposed to make communication better, lacking the foundational skill of communication can hold you back. In this just-in-time course, learn what it takes to become an effective communicator in any work situation.

## WHO'S IT FOR?

Working people ages 18+, any environment or industry

# LEARNING MODULES & OBJECTIVES

- **Module One: What is effective communication?**
  - Given the learning in this course, you will be able to describe how effective communication happens.
- **Module Two: Better Communication**
  - Upon delivery of the training, learners will be able to overcome barriers & communicate better using written, verbal, and non-verbal skills.
- **Module Three: Communication Tips**
  - Learners will be able to correctly decide what is the best mode of communication as a result of participating in this training.

## ACTIVITIES

- **Active Listening Game** (Garber, 2008)
  - Listen carefully to audio
  - Try to remember words
  - Answer multiple choice questions from memory
  - Tests active listening and memory skills
- **Figure of Speech** (Training Course Material, 2021)
  - View a set of 12 online flashcards
  - Try to guess the figure of speech
  - Flip the cards over for answers
  - See how many you can get right
  - Tests perception and interpretation skills

Garber, P. (2008). 50 Communications Activities, Icebreakers, and Exercises, Picture This. HRD Press. pp. 173-175

<https://downloads.hrdpressonline.com/files/6820080609105844.pdf> presentation.

N.A. (2021) Memory Test. Free Games and Activities. Training Course Material.

<https://www.trainingcoursematerial.com/free-games-activities/communication-skills-activities/memory-test>