

EMPLOYABILITY SKILLS

COMMUNICATION SKILLS



Strategies for Workplace Success

Effective communication is an essential skill for workplace success, regardless of industry. From fundamentals of communication to active listening, the CareerSafe Communication Skills course provides training on the critical workplace communication skills needed to succeed in today's workforce.



Best-in-Class US-based Customer Care



+4.1 Million Trained and Counting



Aligns with Employability Skills Framework



"I trained alongside my friends and classmates and developed better communication, problem solving, listening, critical thinking, and leadership skills because of it. The method in which I was taught was through interactive lessons that were simple but effective."



Optimized Learning



Study Guides



Real-World Scenarios

Benefits and Features

- Contains **interactive content and real-world scenarios** to keep courses engaging and give students the opportunity to practice the skills they learn.
- Includes **teacher tools and resources** that make it easy to distribute courses, plan lessons, and manage students.
- Provides resources and techniques for building **essential skills and strategies** applicable in all professional fields.



2 Hour Seat Time



Part of our Employability Skills Training Library of courses!



TOPICS AND LEARNING OBJECTIVES

Introduction to Communication (~15 minutes)

- Define effective communication.
- Recognize that communication is constantly occurring.
- Identify types of nonverbal communication.
- Identify and practice effective communication skills.
- Recognize barriers that can lead to ineffective communication.

Fundamental Factors for Effective Communication (~45 minutes)

- Recognize how emotions affect the communication process.
- Identify your own strengths and weaknesses related to communication.
- Select examples of filters that influence communication.
- Recognize how past experiences impact the communication process.
- Identify ways that cultural differences lead to communication style differences.
- List different types of contexts that influence communication.
- Recognize communication approaches that best fit the context.

Effective Listening (~60 minutes)

- Describe the elements of effective listening.
- Explain the benefits of effective listening.
- Identify the barriers to effective communication.
- Explain the role body language plays in creating and conveying a positive listening attitude.
- Describe how to create a listening mindset using framing, positive intent, and focus.
- Engage in and model active listening skills.



*Learn more about the CareerSafe Employability Skills
Communication Skills course »*

