



**2 HOUR
SEAT TIME**

COMMUNICATION SKILLS

CareerSafe's® Communication Skills course has a media-rich and mobile-friendly online format that makes it accessible anywhere, anytime. The course consists of interactive modules discussing how to effectively communicate, with an emphasis on understanding the importance of superb communication skills.



Part of the Employability Skills Training Package!



COMMUNICATION SKILLS

TOPIC MODULES:

Introduction to Communication - 15 min

- 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 min

- 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.
- How 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 min

- 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 a positive listening attitude.
- How to create a listening mindset using framing, positive intent, and focus.
- Engage in and model active listening skills.