

# Fact Sheet

## COMMUNICATION



### Overview

Effective communication is essential in every workplace. This course guides learners through the communication cycle, key communication methods, and strategies to enhance interactions. Covering inclusive communication, active listening, and techniques to overcome common barriers, this short course equips individuals to communicate clearly, respectfully, and confidently across a range of workplace scenarios.



**Duration:**  
40 - 60 Minutes



**Assessment:**  
Multiple-Choice  
Questions



**Price:**  
£5.00



**Certificate:**  
Yes – Highfield  
Completion Certificate

### Areas covered

- The communication cycle and the process that takes place when we communicate
- Different types of communication and methods of communicating with others
- What makes communication effective and some of the factors that can make communication less effective
- The importance of inclusive communication
- Strategies for overcoming barriers to communication and the consequences of poor communication

### Who is it aimed at?

This course is suitable for employees, managers, and apprentices across all sectors. It is ideal for induction or refresher training and benefits anyone looking to enhance their everyday communication skills in the workplace.

