Communicating and Listening

Learning Objectives

- Send and receive clear, accurate messages.
- Actively listen to and understand what others say.
- Manage internal and external distractions that can interfere with communication.
- Manage the nonverbal messages that they send and receive.
- Match the appropriate method of communication to their messages.

Course Description

When people in an organization are communicating effectively, they are informed and able to participate, contribute, and add value to their jobs and the organization. This course is designed to equip employees with the skills they need to communicate clearly and listen carefully.

The Communication Process

The Effective Communicator

Resources (for learner)
- Communication Strategy Worksheet
- Committed to Communication
- Learning Lab

Resources (for managers of learners)
- Learning Lab Coaching Guide