



TRAINING SUMMARY

RSMac Consulting Inc.
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<u>COURSE NAME</u>	Workplace Communication	<u>LENGTH</u>	60 mins
<u>COST</u>	\$49.99	<u>LANGUAGE</u>	English
<u>JURISDICTION</u>	National (Canada)	<u>VOICEOVER</u>	Yes

DESCRIPTION

Regardless of the size of your organization – whether it's a large corporation, a small company, or even a home-based business – you need good communication skills if you want to succeed. This module will help participants learn to get their messages across, in the right way. By touching on the different types of communication and the good etiquette techniques associated with each, participants will learn to be effective communicators.

LEARNED TOPICS/OBJECTIVES

- Understanding the key components of effective communication
- The six phrase countdown of things you can say to foster productive communication
- Identifying the different types of communication
- Proper email etiquette
- How to effectively listen
- Steps to conflict resolution

ASSESSMENT

Testing conducted throughout this course is designed to reinforce the information presented. A mark of 80% must be achieved in order to receive a certificate of completion. Participants are able to repeat the course if the pass mark is not achieved.

Upon successful completion of this online course, a certificate of completion will be available for download and printing.

Discounted pricing starts at 3 or more courses. Pricing available for individuals or companies. Contact RSMac Consulting Inc's Learning Centre team directly at training@rsmac.ca for a quote on volume discounts and discuss our Learning Management System for companies.