



Communication in the Workplace – 1 Week Course

www.costi.org/onlineservices

Sign up for our interactive online course designed for people interested in learning how to communicate more effectively in the Canadian workplace. In this course you will learn how to:

- ✓ To communicate effectively with a manager
- ✓ To communicate effectively with peers in a team situation
- ✓ To avoid conflict and practice good conflict resolution skills
- ✓ To understand some of the cues related to non-verbal communication and body language
- ✓ To understand protocols and procedures for participating in meetings, including: meeting etiquette, participating in the discussion, presenting ideas
- ✓ To understand the fundamentals of team work
- ✓ To understand "Canadian" norms when communicating in writing in the workplace

You will benefit from COSTI's online e-facilitator, who will assist you throughout the "Communicating in the Workplace" course. In addition, you will have the opportunity to network with other course participants and learn from each other. Below is an overview of what will be covered in our course.

Part 1 Understanding the Communication Process

- Communicating at Work
- How and Why We Communicate
- Performance Appraisals
- Non-Verbal Communication

Part 2: Meetings, Team Work and Written Word

- Meetings and Teams
- The Written Word
- Dressing the Part
- Creating Great First Impressions