



Communication in the Workplace

www.costi.org/onlineservices

This is an interactive online course designed for people interested in learning how to communicate more effectively in the Canadian 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. During this course, you will learn and practice how to:

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

Under each topic you will learn

Topic 1:

- ✓ Presenting yourself in a networking situation
- ✓ Face to Face
- ✓ Elevator Speeches
- ✓ Meetings
- ✓ First Impression

Topic 2:

- ✓ Communicating at work
- ✓ Non-verbal Communication
- ✓ Miscommunication in the workplace
- ✓ Performance Appraisals

Topic 3:

- ✓ Listening to Customers
- ✓ Paraphrasing and Reflecting
- ✓ Barriers to Listening

Topic 4:

- ✓ Workplace Business Writing
- ✓ Understanding office vocabulary
- ✓ Parts of a business letter
- ✓ E-mail etiquette and writing