

Syllabus

Communication



2 Units: 13 lessons

Estimated time: 13-20 hours

OALCF Levels: B1.1, B1.2, F

Suggested Milestones: 15, or 16, 60

Course Overview

In this course, you will learn social and people skills that you can practice for effective communication, such as active listening, positive attitude, teamwork, and social sensitivity. You will explore effective strategies to address diversity and conflict. You will become familiar with reading, writing, speaking, and listening skills needed to participate in group discussions. You'll learn best practices for face to face conversation, in-person and virtual meetings and business presentations.

Unit 1: Professional Communication (8 lessons)

Communication Overview

(34 slide tutorial, and mastery test)

In this lesson, you will learn about essential elements of good communications in professional situations. You will explore different types of communication and barriers to communication.

Professional and Social Communication

(21 slide tutorial, and mastery test)

In this lesson, you will learn to follow communication protocols in professional and social situations. You will learn how to deal with criticism and diversity in professional situations.

Reading and Writing Skills

(20 slide tutorial, and mastery test)

In this lesson, you will demonstrate effective reading and writing skills by reading and interpreting workplace documents and writing clearly.

Speaking and Listening Skills

(22 slide tutorial, and mastery test)

In this lesson, you will learn the difference between verbal and nonverbal clues. You'll learn how to communicate effectively during team discussions. Listening skills are as important as speaking skills. You will learn how to be an active listener and avoid common distractions.

Interpersonal Skills and Effective Communication

(32 slide tutorial, and mastery test)

In this lesson, you will learn social and people skills you can practice and improve, such as active listening, positive attitude, teamwork, social sensitivity and professional behaviour.

Telecommunications

(28 slide tutorial, and mastery test)

Telecommunications is the exchange of information over a distance using electronic tools, such as telephones and the internet. In this lesson, you will learn how to communicate effectively with customers and have efficient employee interactions using appropriate devices, services, and applications.

Email and Instant Messaging

(37 slide tutorial, and mastery test)

In this lesson, you will identify the professional standards for using workplace email and instant messaging. Email is convenient and efficient, but not always the best choice for communicating in an office. Certain situations may require another form of communication. You will review business scenarios and the best way to deliver your message.

Social Networking

(26 slide tutorial, and mastery test)

Social Networking is communication between members within an online community. In this lesson, you learn why people are using social networks in the workplace. You will review the history of social networking and features for the success.

Unit 2: Meetings and Teamwork (5 lessons)

In-Person and Virtual Meetings

(39 slide tutorial, and mastery test)

In this lesson, you will determine useful practices, and technologies for meetings. Learn how to conduct yourself professionally during phone calls and meetings. You will review etiquette for meeting preparation, scheduling, time management, and eating during meetings.

Teamwork

(37 slide tutorial, and mastery test)

In this lesson, you'll first define teamwork and explain its importance in solving organizational problems. You'll review types of teams and the roles of different team members. You'll learn the importance of interpersonal and team-building skills.

Group Discussions and Leadership Skills

(37 slide tutorial, and mastery test)

In this lesson, you'll learn skills to participate and control group discussions. You will review different types of group discussion formats, such as panel discussions, and meetings. You will also learn the steps of resolving conflicts in group discussions.

Managing Diversity and Team Conflicts

(23 slide tutorial, and mastery test)

In this lesson, you will learn strategies to resolve workplace conflicts and misunderstandings when communicating with your boss, coworkers, and customers. You will review challenges you may face when dealing with diversity in the workplace.

Business Presentations

(37 slide tutorial, and mastery test)

In this lesson, you will learn the characteristics of an effective business presentation. A presentation is a type of message that aims to inform, persuade, or entertain an audience. In business, people use presentations in different settings, such as in training sessions, sales meetings, and community outreach programs.