

Clear
Communications
Make Productive
Workplaces



COMMUNICATION ESSENTIALS ONLINE

The Art of Listening and Dialoguing

A productive workplace is one where clear and open communication is the norm. A dysfunctional workplace is one filled with misunderstandings, assumptions, and fault finding.

Businesses plagued by poor communication cannot thrive—it's a corrosive environment that saps resources and morale. We know that it's a situation that can be remedied, and that's why we created Communication Essentials Online.

Communication Essentials Online teaches your employees the keys to really listening to others, asking thoughtful and open questions, staying positive, and sharing their truth in a helpful manner. Once they start doing this, morale and productivity are bound to soar at your company.

LEARNING DESIGN

Micro Activities

Seven modules, organized into bite-sized pieces ranging from one to five minutes

Interactive Exercises

Fun, engaging activities including videos, games, stories, case studies, and online discussions

Tools for Success

A variety of activities and tools to help learners practice and apply their new skills

WHO IS COMMUNICATION ESSENTIALS ONLINE DESIGNED FOR?

Managers and individuals who want to have quality conversations with others

A geographically dispersed workforce

Modern learners who prefer to do everything online

LEARNER JOURNEY

The Essence of Communication Essentials Online

Communication Essentials Online is a crash course in the skills essential for good communication. In a power-packed 20 minutes, learners are immersed in the essentials of listening and sharing.

Four critical skills are taught:

1. Listen with the intent of being influenced.
2. Ask questions that draw out insights and ideas from the other person.
3. Share relevant and candid information and context.
4. Express confidence to build self-assurance and enthusiasm.

Learners are kept engaged through microlearning activities, interactive learning and practice, and tools for success.

