



Effective Communication

Course Overview:

This course examines the way we communicate, the factors that influence communication and the increasing role of the Internet and electronic communications in the volunteer sector.

Who Should Take the Course?

Although this course is designed for all employers, managers, and supervisors within the volunteer sector, employers who do not deal with volunteers can greatly benefit from this course as well. Effective communication is crucial in any organization.

Course Objectives:

Upon completion of the course, participants will be able to:

- Define communication
- Know the value of effective communication
- Understand the roles of words, body language and tone
- Explain the importance of attitude
- Know how to speak and listen effectively
- Know how to avoid misunderstanding
- Understand the role culture plays in communication
- Explain how individual styles of interaction affect communication
- Know the importance of establishing rapport
- Understand the pros and cons of digital communication
- Appreciate the value of an online resource center and know the basics involved in establishing and maintaining a resource center

Evaluation Process:

At the end of the module, there is a test. Participants that do not achieve 100% can review the module content and try as many times as necessary to complete the course. Test questions are randomly selected from a test bank, making each test unique.

Upon successfully completing the module, there is a printable certificate for your records.

Course Duration:

This online course is self-paced. Participants may leave the course at anytime and can resume where they left off. The duration will depend on the individual participant and their prior knowledge of the subject matter. On average, the course will take between 1 - 2 hours to complete.