Communication Process in the Workplace

Course Prescription

Covers the theory and process of communication in today's knowledge and information intensive organizations. Develops oral and written communication skills, including professional presentations. Focuses on the role of interpersonal and team-based communication in building more effective business relationships.

Goals of the Course

The following goals form the foundation for improved understanding of communication in the business environment. It is hoped that this understanding will increase your awareness of professional relationships, your own participation in such relationships and the ways in which you, as a responsible organizational citizen, can contribute to productive workplace practices.

By the end of the course you should be able to:

- Improve your communication competencies
- Improve your knowledge of communication principles, applications and skills needed to communicate effectively in the workplace.
- Increase your awareness of your own communication practices.
- Determine strategies to improve your workplace communication behaviours.
- Become aware of the role that communication technologies play in workplace communication.
- Develop appropriate learning strategies to continue your development of higher level thinking and learning processes and
- Further develop your independent learning behaviours.

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Outline

- Communication theory and professional practice
- Models of communication: transmission and transactional
- Language and communication practice
- Non-verbal communication – Intercultural dimensions
- Intercultural communication
- Perception
- Mediated Communication
- Communicating in groups and teams
- Oral reports & presentations theory
- Mastering presentations in practice
- Concepts and applications in interpersonal communication
- Listening
- Negotiating and interviewing
- Team Presentations
- Writing Skills

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