

LYNNE JOHNSON: Communication is so important. It's a key life skill. But it's often really put to the test in work situations and is a skill highly prized by employers. So this free course, Effective communication in the workplace, aims to help you be more confident in using your communication skills in your current job, voluntary work or even future roles. You'll deepen your understanding of communication and consider how your message may be perceived or sometimes misconstrued by others. Each week you'll take a look at the different and vital aspects of communication in the workplace, such as listening, body language, or handling difficult situations. You'll reflect on your previous experiences and become aware of any gaps in your skills so you can create a plan, set targets, and using activities to improve your competence and confidence to achieve your goals.