

## **Communication**

Communication, is intended for volunteer based organizations. This program examines the way we communicate, the factors that influence communication and the increasing role of the Internet and electronic communication.

### **Course Objectives**

The main purpose of the course is to define communication and the value of effective communication. An understanding of the roles of words, body language and tone are identified. The importance of attitude is explained, as well as how to speak and listen effectively to minimize the occurrence of misunderstandings. The role that culture, individual styles of interaction and rapport play in communication is included. The course identifies the pros and cons of digital communication, as well as the value of an online resource center.

### **Evaluation Process**

At the end of this course, there is a quiz that each course participant must successfully challenge with a passing grade to complete the course.

### **Course Duration:**

The course is self paced so course duration will depend on the individual participant and their prior knowledge base with the course subject matter. On average, the course will take between 0.5 - 2 hours to complete.

### **Who Should Take the Course?**

The course is intended for volunteer-based organizations and is beneficial to any employee or volunteer within an organization.