COURSE OVERVIEW SS0495-6M-IH
Communication/Information Sharing
(E-Learning Module)

Course Title
Communication/Information Sharing (E-Learning Module)

Course Reference
SS0531-6M-IH

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs)

3.0 CEUs (30 PDHs) AWARD

Course Description

This E-Learning is designed to provide participants with a detailed and up-to-date overview of Communication/Information Sharing. It covers the effective communication, active listening, nonverbal communication and managing stress; developing emotional awareness, communicating during crisis and listening process; the functions, forms, behavior and perception of nonverbal communication; composing business messages and avoiding fragments, run-ons and comma splices; improving writing techniques, avoiding dangling and misplaced modifiers and drafting a poweful paragraphs; and revising business messages, improving readability and using electronic messages and digital media.

Further, the course will also discuss the components of e-mail messages and memos; formatting e-mail messages, company memos and business letters; creating business podcasts, social/professional networking and organizational strategies in business messages; the benefits of written thank-you and congratulatory messages including direct strategy and indirect strategy; apologizing effectively, evaluating buffer statements and presenting the reasons; gaining attention, appealing to your audience and improving sales message; and developing informal reports, gathering data for reports and justifying/recommending reports.

During this interactive course, participants will learn to prepare minutes of meetings, develop appropriate writing style and write effective report headings; apply web search tips and techniques, document data and organize and outline report data; match visuals with objectives, incorporate graphics in reports and present the final formal report; respond to workplace criticism, offer constructive criticism and telephone/smartphone etiquette; capture the audience's attention by building credibility, supporting your main points, organizing the body of your presentation, using verbal signposts to transition and handling audience questions; use the multimedia presentations, improve bullet points and practice oral delivery presentations; review the grammar of business writing; and identify the simple and compound sentences, complex sentences and common phrases for business writing.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on communication/information sharing

- Carryout effective communication, active listening, nonverbal communication and managing stress

- Develop emotional awareness, communicate during crisis and apply listening process

- Identify the functions, forms, behavior and perception of nonverbal communication

- Compose business messages and avoid fragments, run-ons and comma splices

- Improve writing techniques, avoid dangling and misplaced modifiers and draft a poweful paragraphs

- Revise business messages, improve readability and use electronic messages and digital media

- Recognize the components of E-mail messages and memos and format E-mail messages, company memos and business letters

- Create business podcasts, social/professional networking and organizational strategies in business messages

- Discuss the benefits of written thank-you and congratulatory messages including direct strategy and indirect strategy

- Apologize effectively, evaluate buffer statements and present the reasons

- Gain attention, appeal to your audience and improve sales message

- Develop informal reports, gather data for reports and justify/recommend reports

- Prepare minutes of meetings, develop appropriate writing style and write effective report headings

- Apply web search tips and techniques, document data and organize and outline report data

- Match visuals with objectives, incorporate graphics in reports and present the final formal report

- Respond to workplace criticism, offer constructive criticism and apply telephone/smartphone etiquette

- Capture the audience's attention by building credibility, supporting your main points, organizing the body of your presentation, using verbal signposts to transition and handling audience questions

- Use multimedia presentations, improve bullet points and practice oral delivery presentations

- Review the grammar of business writing and identify the simple and compound sentences, complex sentences and common phrases for business writing

Who Should Attend

This course provides an overview of all significant aspects and consideration of communication/information sharing for managers, team leaders, business professionals, project managers, customer service representatives, sales professionals, team members and employees, entrepreneurs and small business owners, job seekers and those who want to enhance their communication skills and improve their ability to share information effectively.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- <u>The International Accreditors for Continuing Education and Training (IACET - USA)</u>

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Effective Communication
- Definition of Communication
- Quality of Communication
- Goals of Communication
- Why Effective Communication?
- Elements of Personal Communication
- Listening
- Active Listening
- Are You an Active Listener?
- 7 Tips to Become a Better Listener
- Nonverbal Communication
- Improve How You Read Nonverbals
- 8 Great Tricks for Reading Peoples Body Language
- Managing Stress
- Tips to Manage Stress in the Moment
- Stress Tolerance
- Self-Care
- Emotional Awareness
- Social Distancing
- Keep Spirits Up
- Develop Your Emotional Awareness
- Communicating During COVID-19
- Crank Up the Communication
- 5 Tips for Communicating during Crisis
- Behavioral Communication Style Evaluation
- Behavioral Communication Styles
- Listening & Nonverbal Communication
- The Listening Process
- Listening Process Barriers
- Listening in the Workplace
- Ten Misconceptions About Listening
- Most Irritating Listening Habits

- Nonverbal Communication
- Functions of Nonverbal Communication
- Forms of Nonverbal Communication
- Nonverbal Behavior and Perception
- Composing Business Messages
- The Writing Process
- Phase 2: Researching
- Phase 2: Organizing
- Phase 2: Composing
- Effective Sentences
- Avoiding Fragments, Run-ons & Comma Splices
- Improving Writing Techniques
- Converting Verbs to Active Voice
- Converting Verbs to Passive Voice
- Revising to Improve Parallelism
- Avoiding Dangling & Misplaced Modifiers
- Drafting Powerful Paragraphs
- Composing the First Draft
- Revising Business Messages
- Phase 3: Revising
- Revising for Conciseness
- Business English Collocations
- Stop saying "very good" & "very bad": 8 expressions to use instead
- Making Sentences Concise
- Revising for Clarity
- Making Sentences Clear and Concise
- Revising for Vigor and Directness
- Revising for Readability
- Improving Readability
- Phase 3: Proofreading
- Phase 3: Evaluating
- Electronic Messages & Digital Media
- Communication Technology Today
- Flow of Information in Organizations

- Written Messages at Work

- Components of E-Mail Messages and Memos

- Informational E-Mails and Memos

- Formatting E-Mail Messages

- Model E-Mail Messages

- Formatting Company Memos

- Professional E-Mail Messages

- Instant Messaging and Texting

- Business Podcast Basics

- Creating Business Podcasts

- Professional Blogs and Twitter

- Wiki Basics

- Wikis and Collaboration

- Social/Professional Networking

- Positive Messages

- 12 Common English Expressions for Work

- Understanding the Power of Business Letters

- Formatting Business Letters

- Organizational Strategies in Business Messages

- Positive Business Messages

- 10 Common Mistakes with Verbs & Prepositions in English

- Writing Plan: Direct Requests

- Openings for Direct Requests

- Closings for Direct Requests

- Writing Plan: Direct Responses

- Commands for Instructions

- Writing Plan: Claims, Complaints

- Writing Plan: Adjustments

- Goodwill Messages

- The Five Ss

- Benefits of Written Thank-You & Congratulatory Messages

- Expressing Thanks

- Personalized Thank-You Message

- Offering Congratulations & Recognition

- Answering Congratulatory Messages

- Extending Sympathy

- Negative Messages

- Possible Negative Messages

- More Negative Messages

- Communicating Bad News: Goals

- Goals in Communicating Negative News

- The Direct Strategy

- When to Use the Direct Strategy

- Common Reactions to Bad News

- How to Diminish Negative Feelings

- The Indirect Strategy

- When to Use the Indirect Strategy

- Possible Buffers

- How to Apologize Effectively

- Evaluating Buffer Statements

- Presenting the Reasons

- Revealing the Bad News

- Cushioning the Bad News

- Converting Active to Passive Voice

- Closing Pleasantly

- Rejecting Requests

- Writing Plan: Rejecting Requests

- Denying Claims

- Refusing Credit

- Damage Control with Customers

- Bad News in Organizations

- Writing Plan: Employee Bad News

- Persuasive Messages

- Writing Plan: Persuasive Requests

- Requesting Favors & Actions

- Openings for Persuasive Requests

- Ineffective Favor Request

- Improved Favor Request

- Persuasive Claims & Complaints

- Writing Plan: Claims, Complaints

- Persuading Within Organizations

- AIDA Strategy: Sales & Marketing

- AIDA Writing Strategy for Sales & Marketing Messages

- Gaining Attention

- Appealing to Your Audience

- Checklist: Sales/Marketing Messages

- Ineffective Sales Message

- Improved Sales Message

- Online Sales/Marketing Messages

- Technology in Sales/Marketing

- Informal Reports

- Understanding Report Basics

- Report Functions

- Report Patterns

- Report Formats

- Developing Informal Reports

- Gathering Data for Reports

- Typical Informal Reports

- Information Reports

- Writing Plan: Information Reports

- Progress Reports

- Writing Plan: Progress Reports

- Justification/Recommendation Reports

- Determining Organizational Pattern

- Writing Plan: Justification/ Recommendation Reports

- Feasibility Reports

- Writing Plan: Feasibility Reports

- Minutes of Meetings

- Writing Plan: Minutes of Meetings

- Preparing Summaries

- Developing an Appropriate Writing Style

- Informal Report Writing Style

- Formal Report Writing Style
- Being Objective in Writing Reports
- Report Headings
- Effective Report Headings
- Proposals & Formal Reports
- Understanding Business Proposals
- Informal Proposals
- Informal Proposals: Six Parts
- Formal Proposals
- Parts of Formal & Informal Proposals
- Understanding Business Reports
- Preparing to Write
- Statement of Purpose
- Primary v. Secondary Data
- Researching Secondary Data
- Web Search Tips & Techniques
- Blogs & Microblogs
- Social Media
- Generating Primary Data
- Documenting Data
- Organizing Report Data
- Outlining Report Data
- Illustrating Report Data
- Matching Visuals with Objectives
- Incorporating Graphics in Reports
- Presenting the Final Formal Report
- Parts of Formal Reports
- Professionalism at Work: Business Etiquette, Ethics, Teamwork & Meetings
- Defining Professional Behavior
- Being Professional on the Job
- Positive Workplace Relations
- Responding to Workplace Criticism
- Offering Constructive Criticism
- Telephone/Smartphone Etiquette

- Making Calls Professionally

- Receiving Calls Professionally

- Using Smartphones for Business

- Using Voice Mail Professionally

- On the Receiver's End

- Professional Groups &Teams

- Becoming a Valued Team Player

- Characteristics: Successful Teams

- Productive Business Meetings

- Typical Meeting Agenda

- Sample Ground Rules

- Controlling Dysfunctional Members

- Meeting Minutes

- Business Presentations

- The Benefits of Speaking Well

- Successful Oral Presentations

- Oral Presentations: Preparation

- Oral Presentations: Organization

- Capturing the Audience's Attention

- Building Credibility

- Supporting Your Main Points

- Patterns for Organizing the Body of Your Presentation

- Using Verbal Signposts to Transition

- Handling Audience Questions

- Oral Presentations: Rapport

- Building Rapport Like a Pro

- Oral Presentations: Visual Aids

- Characteristics of Visual Aids

- Selecting the Medium

- Highlighting Main Ideas

- Ensuring Visibility

- Enhancing Comprehension

- Practicing the Use of Visual Aids

- Multimedia Presentations

- Improving Bullet Points
- Oral Presentations: Delivery
- Combating Stage Fright
- Practicing Your Presentation
- Putting It All Together
- The Grammar of Business Writing
- The Grammar of Business Emails
- Opening Small Talk
- Referring to Previous Contact
- Purpose Statements
- Requests
- Referring to Attachments
- Promising Action
- Closing Small Talk
- Positive future statements - informal style
- Positive Closing Statements
- Simple & Compound Sentences
- Simple Sentences (independent clauses)
- Compound Sentences
- More Examples
- Three Sentence Patterns
- Subject + Verb
- Exercise
- Subject Verb Object
- Writing Questions
- Conjunctions for Writing Compound Sentences
- Complex Sentences
- Writing Complex Sentences
- More on Conjunctions
- Writing for Business
- Common Phrases for Business Writing
- How to Address People
- How to Finish a Formal Letter
- Business Writing

- Writing Assignments/Essays

- The Topic Sentence

- Concluding Sentences

- Link Sentences

- Useful Phrases

- Foundation of Writing

- Some Difficult Terms

- Fragment

- Comma Splice

- Run-On (Fused) Sentence

- Independent/Dependent Clause

- Coordinating Conjunctions

- Subordinating Conjunction

- Clause Vs. Phrase

- Commas

- Transition Words &Types

- Add Information

- Cause

- Effect

- Compare/Contrast

- Punctuation of Transition Words

- Cohesion Vs. Coherence