

## Statement of participation

# Ken Kenyon

has passed the free course including all mandatory tests for:

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### Effective communication in the workplace

This free 24-hour course explored the importance of communication as a skill in the workplace.

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**Issue date:** 1 December 2020



**[www.open.edu/openlearn](https://www.open.edu/openlearn)**

This statement does not imply the award of credit points nor the conferment of a University Qualification.  
This statement confirms that this free course and all mandatory tests were passed by the learner.

Please go to the course on OpenLearn for full details:

**<https://www.open.edu/openlearn/money-business/effective-communication-the-workplace/content-section-overview>**

**COURSE CODE: COM\_1**



## Effective communication in the workplace

<https://www.open.edu/openlearn/money-business/effective-communication-the-workplace/content-section-overview>

### Course summary

This free course, Effective communication in the workplace, explores the importance of communication as a skill in the workplace. It aims to increase your understanding of communication skills and to help you to consider how your communication could be perceived by others. You'll cover areas such as verbal and non-verbal communication, written communication and using your communication skills to overcome challenging situations.

### Learning outcomes

By completing this course, the learner should be able to:

- describe different types of communication and how they are used in the workplace
- recognise the skills required for effective communication
- understand the impact that communication can have on how people are perceived by others
- identify how effective communication can overcome challenges in the workplace
- reflect on current personal communication skills and how these can be developed and used more successfully.

### Completed study

The learner has completed the following:

#### Week 1

Introduction and guidance

The importance of communication in the workplace

#### Week 2

Communication skills

#### Week 3

Understanding non-verbal communication

#### Week 4

Verbal communication in the workplace

Compulsory badge quiz (score 98%)

#### Week 5

Written communication skills for the workplace

#### Week 6

Dealing with challenging situations

#### Week 7

Communication and diversity

#### Week 8

The future of communication in the workplace

Compulsory badge quiz (score 98%)