

Communication Skills – Project (Alison)

1. Introduction

This project reflects the skills learned during the Alison Communication Skills course. The course focused on practical techniques to improve communication in both personal and professional life.

2. Key Learnings

- Importance of effective communication in daily interactions
- Common communication barriers and how to overcome them
- Role of feedback in improving conversations

3. Mini Project: Good vs Bad Communication

Scenario:

Two examples of conversations at work:

Example 1: Bad Communication

- Manager: "You're late again."
- Employee: "I had things to do."
- Result: Conflict, no solution.

Example 2: Good Communication

- Manager: "I noticed you've been late this week, is there a reason?"
- Employee: "Yes, I had transportation issues, but I'm fixing it."
- Result: Understanding, solution-focused.

4. Benefits of the Project

- Shows the difference between poor and effective communication
- Demonstrates how empathy improves workplace relationships
- Encourages active feedback and problem solving

5. Conclusion

The course emphasized that communication is not just about speaking, but about listening, understanding, and responding appropriately.

Certificate

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