

Course: Communication in the Workplace

Audience: All employees (entry-level to management)

## Course Outline

1 CPE

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  - Learning Experience Specifications
- Main Module: Communication Essentials at Work
  - Introduction to Communication in the Workplace
  - The Communication Process
  - Barriers to Effective Communication
  - Barriers to Effective Communication Knowledge Check
  - Written Communication
  - Active Listening
  - Difficult Conversations
  - Knowledge Check

## Course Conclusion

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- Learning Experience Evaluation
- Final Assessment
- End of Course Message



Effective communication in the workplace is essential for collaboration, productivity, and a positive work culture. It ensures clarity, reduces misunderstandings, and fosters stronger relationships across teams and departments. Whether you're leading a meeting, writing an email, or participating in a team discussion, mastering communication skills can dramatically improve your impact and performance.

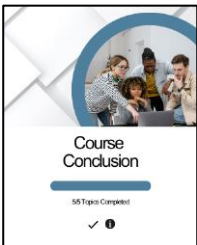
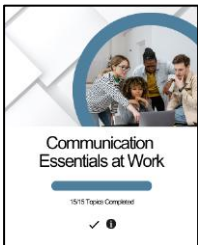
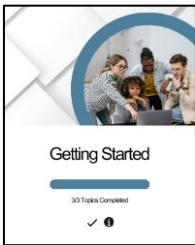
As a learner, you will gain a deeper understanding of how to navigate and apply various communication styles, strategies, and tools in real-world professional settings.

In this course you will learn how to:

- 1. Apply foundational communication principles
- 2. Identify and address communication barriers
- 3. Use verbal, written, and digital tools effectively
- 4. Listen actively and respond appropriately
- 5. Collaborate with teams and lead with clarity

**NOTE:** Learners must complete all modules, including the course evaluation, and pass the final assessment with a minimum score of 70% to receive a certificate of completion.

Click on *Getting Started* below to begin.



Assets:

Course Banner

Notes:

N/A

# Getting Started



Communication is more than exchanging information—it's about understanding intent, context, and emotion behind the message. In the workplace, strong communication empowers teams to align, adapt, and innovate together. It’s a dynamic skill that influences everything from daily collaboration to long-term organizational success.

**Assets:**

Course Banner

**Notes:**

N/A

# Learner Experience Specifications

Learning Experience Content
Audience and Prerequisites
Devise and Browser Compatibility
Support Features
Progress Tracking
Completion Requirements

## Learner Experience Content

This is a 1 hour training course. It will include:

- Text-based content
- Video-based content
- Knowledge Checks

Assets:

Notes:

N/A

# Communication Essentials at Work



## Introduction to Communication

Strong communication is the cornerstone of a thriving workplace. In today's fast-paced and diverse professional environments, being able to clearly convey ideas, listen actively, and collaborate effectively is more important than ever. Whether you're interacting with peers, reporting to leadership, or guiding a team, your communication skills directly influence your success. This course, *Mastering Workplace Communication*, is designed to build practical, adaptable communication skills that support every stage of your career.



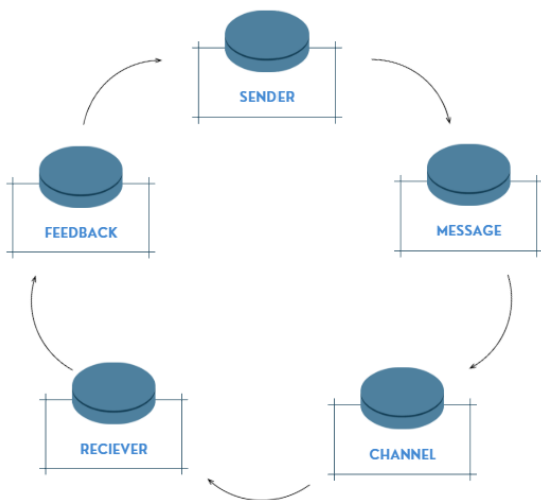
**Assets:**  
Introduction Video

**Notes:**  
N/A

# The Communication Process

Communication is a continuous cycle where ideas are shared, received, interpreted, and responded to. In this section, you'll explore how messages move from sender to receiver and how feedback closes the loop. Understanding this process helps you recognize where communication can go wrong—and how to make it go right.

**Instructions:** Click each button of the communication process—Sender, Message, Channel, Receiver, and Feedback—to see a detailed explanation in text. As you hover over each, a brief voiceover will guide you through what each stage means and why it matters.



Assets:

Interactive communication loop graphic

Notes:

Each element open up a text block, along with a voiceover explanation.

## Barriers to Effective Communication

Barriers to communication are the roadblocks that prevent messages from being accurately sent, received, or understood. These may include physical distractions like noise or technology issues, psychological factors such as stress or bias, or cultural and language differences. This section helps learners identify these obstacles and develop strategies to mitigate them in daily workplace interactions. It emphasizes the importance of empathy, clarity, and confirmation in communication, especially in high-pressure or fast-paced environments.

- **Physical Barriers:** These are environmental or technical disruptions that interfere with message transmission. Examples include loud background noise, poor lighting, or faulty audio on a video call.
- **Psychological Barriers:** These stem from emotional or mental states like anxiety, stress, defensiveness, or preconceived notions. They can distort both how a message is sent and how it's received.
- **Semantic Barriers:** These occur when words, symbols, or phrases are misunderstood or carry different meanings for different people—often due to jargon, cultural language differences, or vague wording.

Assets:

Notes:

# Barriers to Effective Communication Knowledge Check

**Instructions:** Read each example and drag it into the correct barrier category: Physical, Psychological, or Semantic. If the card doesn't stay in place after you drop it, the answer is incorrect. Try again until all are correctly matched  
After placing each card, you'll get simple feedback explaining your choice.

Psychological Barrier

Physical Barrier

Semantic Barrier

Jasmine couldn't hear her manager's instructions during the Zoom meeting due to poor internet and background noise."	Sam assumed his teammate was ignoring his emails, but she was overwhelmed and anxious after returning from leave.	The project lead used technical jargon and acronyms that the new intern didn't understand.

Assets:

Notes:



## Written Communication

Clear and effective written communication is essential for getting your message across in a professional setting. This section introduces five key principles:

- **Clarity:** Use direct, specific language. Avoid vague terms like "that thing" or "later," which can lead to confusion.
- **Conciseness:** Keep your messages brief but complete. Eliminate unnecessary filler words and avoid run-on sentences.
- **Tone:** Be professional and courteous. Even a short message can come off as rude or dismissive if tone is not considered.
- **Structure:** Use clear subject lines, short paragraphs, bullet points when appropriate, and logical flow. This helps readers quickly find and understand the key message.
- **Purpose:** State the reason for your message early. Let the recipient know exactly what you need and when.

Below are additional examples to help you better understand what makes an email effective or ineffective:

- A poorly written email might have a long paragraph with no greeting or sign-off, making it hard to follow or even feel abrupt. For example: "Need that file. Deadline today. Send quick."
- Another weak email might include unclear responsibilities: "Let's all work on the report and make sure it's done soon." (This leaves timing and roles unclear.)
- A well-written message would look like: "Hi team, Please review the draft report and provide your comments by 3 PM Thursday. I'll consolidate all input and submit the final version Friday."

These examples will help you spot unclear, vague, or incomplete communication and give you practical models to apply in your day-to-day writing.

Assets:

Notes:

# Written Communication Knowledge Check

Review each of the three email examples provided. For each one, decide if the message is well written by selecting 'True' (for well written) or 'False' (for poorly written). You'll receive immediate feedback after each choice.

**Email 1:** Subject: Update "Hi – We need to talk later about that thing from this morning. Can you swing by?"

- ☐ True
- ☐ False

**Email 2:** Subject: Action Needed: Q3 Budget Approval "Hi Jordan, Please review the attached Q3 budget and submit your approval by Friday at noon. Let me know if you have any questions. Thanks!"

- ☐ True
- ☐ False

**Email 3:** Subject: Weekly Report "Plz send me ur report ASAP Thx."

- ☐ True
- ☐ False

Assets:

Notes:

## Active Listening

Active listening is one of the most critical communication skills in the workplace, yet it's often overlooked. Unlike passive hearing, active listening involves being fully present in a conversation, focusing on the speaker without distractions, and engaging with the message. This means making eye contact, minimizing internal and external distractions, and signaling attention through nonverbal cues like nodding, posture, and appropriate facial expressions.



**Assets:**

Active Listening Video

**Notes:**

The video will include a slide deck that shows bullet points that the instructor is discussing

# Navigating Difficult Conversations

Strong communication skills are essential for building trust and maintaining a positive work environment. Knowing how to handle tough discussions is just as important as celebrating successes.

Difficult conversations are a part of professional life — from addressing performance concerns to offering feedback or managing conflict. In this module, you’ll explore practical tools and strategies to help you approach these situations with confidence, empathy, and clear communication.



**Assets:**

Navigating Difficult Conversations Video

**Notes:**

The video will include a slide deck that shows bullet points that the instructor is discussing

Course Conclusion



Summary



Assets:

Summary Video

Notes:

The video will include a slide deck that shows bullet points of the learning objectives and actions you can now take with the knowledge you learned in this course

# Learner Evaluation Survey

Before taking the final assessment, we ask you to complete a short course evaluation. Your feedback is important and helps us improve future training experiences.

Instructions:

- Please answer all questions honestly.
- Your responses are anonymous.
- The evaluation includes 7 short questions and should take less than 3 minutes.

#	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1	The course objectives were clearly defined.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	The content was relevant to my job or role.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	The material was presented in an engaging way.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	The course was well-organized and easy to follow.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	The pacing of the course was appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	The examples and case studies were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	I gained new knowledge or skills from this course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assets:

Notes:

# Final Assessment

Instructions:

- The final quiz includes 9 multiple-choice questions and 3 true/false questions.
- You must score 70% or higher to pass.
- You may retake the quiz up to 2 times.

Multiple Choice Questions:

Final Assessment Questions:

1. True or False: A well-written email includes a clear subject line, a specific ask, and a closing.  
**True (Correct)**
2. Which of the following is an example of effective written communication?  
A. “Hey, send me the thing.”  
B. “Hi Jordan, please send the finalized report by Thursday at 2 PM.” (Correct)  
C. “Do the thing we talked about.”  
D. “ASAP, I need it now.”
3. True or False: You should avoid all difficult conversations at work.  
**False (Correct)**
4. What does active listening involve?  
A. Repeating everything the speaker says  
B. Responding only when spoken to  
C. Giving full attention and asking clarifying questions (Correct)  
D. Taking notes without reacting
5. Which of these is a semantic communication barrier?  
A. Loud background noise  
B. Use of unfamiliar jargon (Correct)  
C. Poor eye contact  
D. Fatigue
6. True or False: Nonverbal cues are less important than verbal content in communication.  
**False (Correct)**
7. The CLEAR method helps with:  
A. Drafting effective emails  
B. Handling technical issues  
C. Navigating difficult conversations (Correct)  
D. Scheduling meetings
8. Why is it important to consider tone in email communication?  
A. To fill space  
B. To sound fancy  
C. To ensure professionalism and avoid misinterpretation (Correct)  
D. It doesn’t matter

Assets:

Notes:

# Final Assessment

9. Which of these is the best response in a difficult conversation?

- A. “You always mess this up.”
- B. “Let’s discuss how we can avoid this next time.”  
(Correct)
- C. “This isn’t working.”
- D. “You need to do better.”

10. Active listening can build trust because:

- A. It lets you talk more
- B. It proves you're always right
- C. It shows respect and attentiveness (Correct)
- D. It avoids emotional involvement

11. Which of the following is NOT a key principle of communication?

- A. Clarity
- B. Conciseness
- C. Complexity (Correct)
- D. Tone

12. Which is an example of a physical barrier to communication?

- A. Jargon
- B. Lack of motivation
- C. Video call lag (Correct)
- D. Assumptions

Feedback Upon Completion:

If passed: “Congratulations! You have successfully completed the Mastering Workplace Communication course.”  
If not passed: “You did not pass this attempt. Please review the course materials and try again.”

Assets:

Notes:



# Course Completion

Congratulations on completing the course! Click the button below to access your certificate of completion.



Download/Print Completion Certificate

Assets:

Completion Certificate

Notes: