Effective Communication Training Design Document

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| **Business Purpose** | This 1-day course introduces learners to the importance of curating collegial and productive communication styles as an integral part of the productive workplace through instruction an interactive scenario. The eLearning module was developed as a result for the need to improve interoffice communications between staff and with management due to increased resignations and recent survey feedback regarding personnel experiences with communication at this company. |
| **Target Audience**  | The primary target audience is company staff and management.  |
| **Training Time**  | 25-minute eLearning course |
| **Training Recommendation**  | This eLearning provides steps to productive and collaborative interoffice interactions with real-world examples and interactivity to keep the learner engaged. This module is designed to progress in a gradual manner as not to overwhelm the learner. The accompanying job aid deliverable is recommended for use as a reference resource for opportunities of application through restorative justice sessions or general opportunities for meaningful accountability. |
| **Deliverables** | * One (1) storyboard
* One (1) RISE module, developed in Articulate Storyline with voiceover narration
* One (1) job aid
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| **Learning Objectives** | * Define effective communication.
* Examine common barriers to effective communication and how they affect transmission of information.
* Examine types of communication and how it affects productivity.
* Classify samples of communication styles and their outcomes to determine the most effective communication styles.
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| **Training Outline** | **Introduction*** Course Overview
* Message from the CEO
* Data and Statistics

**Topic: What is Communication**You hear it all the time, collaboration is key to a successful workplace, but what does this really mean? * According to expertmarket.com, a business thinktank, currently as workplaces navigate the pandemic:
	+ 86 percent of employees and executives cite the lack of effective collaboration and communication as the main cause for workplace failures
	+ **Communication** is the process that allows us to interact, share experiences, and knowledge with others
	+ **Verbal Communication**: transmission of ideas through language and tone.
	+ **Non-Verbal Communication:** facial expression body movements According to expertmarket.com, a business thinktank, currently as workplaces navigate the pandemic:
* **Communication Barriers**: Barriers can play a role in determining how accurately and objectively the information is transmitted.
	+ Emotional Barriers
	+ Physical Barriers
	+ Psychological Barriers
	+ Lack of Interest/Discomfort

**Knowledge Check:** Communication Types**Topic: What are the Elements of Effective Communication*** Exploring elements of effective communication
	+ Practical Conversations
	+ Factual Conversations
	+ Clear Communication
	+ Persuasive Communication
* Verbal and Non-Verbal Cues of Effective Communication: There are many verbal and non-verbal cues that can support the way ideas are expressed by the speaker and receiver of information. The chart below explains some of these cues.
	+ Eye Contact
	+ Questions
	+ Body Language
	+ Smile
	+ Encouragement
	+ Restating what is said
	+ Checking for understanding
	+ Attentiveness
* **Active Listening:** Involves show up in the present moment with all our senses while using verbal and non-verbal cues to indicate that we are listening and engaged.

**Knowledge Check**: Elements of Effective Communication* Checklist of questions to consider
	+ Would active listening strategies improve my communication style during certain interactions?
	+ Which of the effective communications strategies do I use often?
	+ Which of the effective communications strategies could I incorporate more frequently? Why?

**Topic: Let’s Communicate! Communication Scenarios**Interact with a department team member to see how you would use effective communication strategies.* + - What can you learn from this scenario
	+ Remain calm
	+ Use a lens of empathy and respect
	+ If all else fails, seek support
	+ Know when to walk away or end a conversation
		- Checklist of Questions to Consider
	+ Am I remaining objective in the moment or taking things personally?
	+ How can I better listen to what is being said?
	+ Is there an underlying break in communication that I can effectively address?
	+ Is there something that I could do differently in this interaction to support better communication?

**Topic: What do Emotions Have to Do with It?****Emotional Intelligence:** The capacity to be aware of, control, and express one’s emotions and to handle interpersonal relationships judiciously and empathetically. * + - Empathy
		- Unaffectedness
		- Self-Awareness
		- Relationship Building

**Knowledge check:** Can you spot effective communication in action**Topic: Transparency and Fairness as Forms of Communication*** + 39 percent of employees around the world feel that people don’t collaborate enough within their organization, yet 75 percent of employers rate collaboration and teamwork as ‘very important.’
	+ Transparency
	+ Fairness

**Assessment: Putting it All Together** * + - Four knowledge check (4) questions and one end of module assessment. All assessments allow for two attempts and provide feedback.
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| **Assessment Plan**  | 80% passing on e-learning post module assessment. Learner has two opportunities to attempt each question with feedback for each question. |
| **Evaluation of Success** | * Four (4) knowledge checks presented during the presentation to check learners understanding.
* Post-Assessment at the end of the presentation with five (5) questions to determine learners overall understanding of the entire course.
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