

Become a Better Communicator at Work

GoSkills online course syllabus

Skill level

Beginner

Lessons

21

Pre-requisites

No prior experience needed

Video duration

58m

Estimated study time

58m 40s

Instructor

Amber Vanderburg

Introduction

1 Basics of communication

The Right Message

2 Styles of communication

Effective communication is the crux of all relationships.

3 Approaches to communication

Your approach to communication can affect the effectiveness of its reception.

4 Journey of a message

There's a lot that can happen in the time a message leaves your mouth and get to someone's brain.

The Right Time

5 Timing in relation to the message

Timing is everything. In this lesson you'll learn how to consider the context of your message to indicate the correct timing of your communication.

6 Timing in relation to the situation

Sometimes the time is right, but the situation is wrong.

7 Timing in relation to the length of message

Some messages deserves more time than others.

8

The love letter effect

Allow some time for your words to sink in. In this lesson you'll learn how to consider the span of time between each correspondence.

9

Communication ghosting

Don't be a ghost, plain and simple.

The Right Way

10

Social media communication

Social media is one of the only forms of communication where you can receive mass amounts of feedback from a variety of people in your audience in a quick time frame.

11

Emojis/ memes/ gifs in communication

Emojis are an effective tool to clarify your emotion in context.

12

Be mindful of grammar

Proper grammar implies thoughtfulness and competency.

Nonverbal Communication

13

Eye contact

Eye contact is a powerful form of nonverbal communication.

14

Posture of an effective listener

Your presence precedes your words. In this lesson you'll learn which postures and positions effectively communicate that you are listening.

15

Emphasis in your message

It's not what you say, it's how you say it.

16

Distractions and a noisy world

Just tune it out. In this lesson, you'll learn how to preempt distractions and noise so that you can deliver your messages clearly and concisely.

Situational Communication

17 **Your surroundings**
Time and space can make a big difference when it comes to communicating.

18 **Culture of your audience**
Cultural awareness is key for any relationship. In this lesson you'll learn how to make sure your message is culturally appropriate.

19 **Knowledge of your Audience**
Knowing your audience is 50% of a message. In this lesson you'll learn how to tailor a message to a specific audience for maximum effectiveness.

20 **Your relationship with your audience**
Just because you know your audience doesn't mean that you are close to them.

Conclusion

21 **Resources to get started on communicating at work**

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