

# Effective Online Communication

## course outline

**Communication is a key, must-have skill in today's employment market. This short online course will help prove to employers that you're able to communicate confidently and effectively online to different audiences.**

### IS THIS FOR YOU?

This course is designed for those who need to gain an understanding of key leadership skills. Also it would be relevant for Team Leaders or experienced staff being given leadership or management responsibilities.

### ABOUT THE COURSE

We're spending an ever increasing amount of time online so there has never been a more important time to ensure that how you communicate whilst online is both appropriate and effective.

This course is designed to teach you how to communicate professionally and effectively online on various platforms.

### There are 4 modules in this course:

**Module One** - covers the definition of online communication, connecting to the internet, real-time and delayed communication, types of online audience, the internet and the law.

**Module Two** – you'll look at email structure, language and tone, web pages, texting, social media, wikis and instant messaging.

**Module Three** – covers video conferencing features, preparation and good practice, video presentation features, structure, audience and software, audio conferencing features, preparation, software and good practice.

**Module Four** – You'll go through a summary, communication forms, audiences and finally writing and speaking online.

### AIMS AND OBJECTIVES

Spoken online communication including video conferencing, online presentations and audio conferencing.

### PRE-REQUISITES

There are no pre-requisites required for this course.

### CAREER PATH

Great for anyone looking to work in Office Administration positions such as Secretary, Personal Assistant, Virtual Assistant (VA), where you will need to be able to communicate using digital methods including email, video conferencing, social media and more.

### COURSE DURATION: 2 HOURS

*(Actual course duration will vary from individual to individual, based on prior skills and application)*



### CPD POINTS: 2

*(Awarded CPD points upon successful completion)*

**To find out more about this or any of our courses, speak to one of our course advisors.**

