

# Critical communications

Communication is most effective when you build and maintain the trust of the people you communicate with. In this pathway you'll explore how a clear intention is the basis of effective communication, and how understanding your audience ensures that the message gets delivered appropriately and is understood as you intended. You'll also learn how body language, vocal tone, and managing emotions influences how effectively you communicate and build trust with your audience.

**There's an art to communication, allowing your authentic self to shine through, allowing the exchange with others to unfold naturally.**

- Focused listening
- Asking questions
- Common communication mistakes and how to avoid them
- Communicating with flexibility and authenticity
- Body language and its impact
- The signals you send to others

To help individuals and workplaces upskill and expand their capabilities to thrive in this environment, the Suncorp Learning Campus provides online access to thousands of training resources, sourced from the best content providers in the world.



Helping improve your communication skills and understand how to best deliver your message.

### Verbal Communication

by: Interaction Training (30 minutes)

**Course overview:** Face-to-face verbal workplace communications will help eliminate any misunderstandings. In this course, we investigate the importance of effective listening alongside excellent verbal skills including clarity of speech, remaining calm and focused, being polite, and basic rules of etiquette.

### Non Verbal Communication

by: Interaction Training (3 minutes)

**Course overview:** Workplace communication can range from informal hallway, telephone and online conversations to the delivery of formal written documents, meetings and presentations. In all formats and mediums, different people will communicate in different ways, so the message is not always as obvious as the words being spoken or written.

### Understanding Linear and Circular Communication Styles

by Biz Library (11 minutes)

**Course overview:** In this course, Janet Bennett talks about cross-cultural communication and explains how different cultures can learn to communicate with each other. She discusses linear and circular styles of speaking and gives advice on how to bridge the gap between them.

### 10 Minute Communication Skills

by Learning Planet (10 minutes)

**Course overview:** This 10-minute video explains the importance of tone, modulation and body language in communication.

### Effective Business Communication

by Vado (10 minutes)

**Course overview:** When we compose emails or documents that clearly state what must happen, when it must happen, and why it must happen, we create an opportunity for everyone to be more effective and productive at work. Writing to get things done is not hard, anyone can do it, all we need to know are the essential components for written communication at work.

### Communication Targets

by Interaction Training (20 minutes)

**Course overview:** In this course, we will concentrate on communicating with specific types of people in the workplace, including internal and external stakeholders, managers and supervisors, colleagues and staff. You need to consider what mediums are best to communicate with each of these audiences.

### How to Develop your Question and Listening Skills

by Skills Hub (3 minutes)

**Course overview:** This course shows you how to acquire information by using two of the simplest skills: questioning and listening. Improve your customer service today through improving these skills.

### Communication, Influence and Teams

by Filtered AI (5 hours)

**Course overview:** Businesses operate in an age of unprecedented speed and complexity. In this exciting but challenging environment, businesspeople are increasingly busy, stressed and rushed. Communication, influence and teamwork is becoming more important, but increasingly strained. Learn how to better communicate and influence in this world.

### Active Listening

by 100% Effective (50 minutes)

**Course overview:** On completion of this course you will be better at communicating, both in and out of the workplace. You will be able to build more productive relationships and save time by resolving conflicts and solving problems more efficiently.

### Active Listening

by Micro Learn (15 minutes)

**Course overview:** Active listening is the key to effective communication. It is important to show the speaker that you are listening to them and one way to do this is to use the S.O.L.E.R technique. We will explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening.

### 10 Common Communication Mistakes

by Mind Tools (10 minutes)

**Course overview:** Discover some common communications faux pas and how to avoid them.