

Pitman Training Pakistan

Communications in an Organization

E-Learning Course Outline



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COURSE OUTLINE

Full details of modules and topics covered in this e-learning course:

DURATION:

1 Month

CPD Points:

35

COURSE AIMS:

This e-learning course is different to most communication courses in that it focuses on the way that communications and information are managed within an organization rather than personal communication techniques.

DESIGNED FOR:

- Anyone who needs to lead a team
- Anyone who wants to get to know about communication styles
- Anyone who wants to get the most out of every day

This includes senior managers, line managers and supervisors, administrators, project managers and many more.

WHAT IS COMMUNICATION?

Communication is central to human life. While technical skills are often important, every business, every non-profit group, indeed every family, succeeds primarily because of good communication.

On a practical level, communication in an organization will give you skills and knowledge that you can immediately apply to your work place.

You will learn how to become an effective speaker. You will study small-group communication dynamics and problem solving.

TOPICS COVERED IN THE MODULE:

1. Introduction to Workplace Communications
2. Communication Barriers
3. Management Research
4. Sources of Information
5. Making sense of Qualitative data
6. Making sense of Quantitative data
7. Understanding Quantitative and Qualitative Data Activity
8. Communication Systems and Processes
9. Workplace Communication Structures
10. Culture in the Workplace
11. Adapting to Improve Your Workplace Communication

MODULE 1: Introduction to Workplace Communication

Learning outcomes: This topic will contribute towards and help you produce evidence for the following learning outcomes and assessment criteria:

1. Investigate communications in an organization.
2. Discuss the range of processes of communication used within a team in a specific organization

Topics covered:

- 1 Introduction
- 2 What is Meant by Communications in the Workplace?
- 3 Introduction to Communication Activity
- 4 Communication Systems
- 5 Communication Channels
- 6 Communication Channel Activity
- 7 Purpose of Communication Activity
- 8 Benefits of Effective Communication
- 9 Reflect and Move Forward

MODULE 2: Communication Barriers

Learning outcomes: Learning ways to overcome communication barriers will make your work much more efficient!

Topics covered:

- 1 Introduction
- 2 Communication Barriers
- 3 Communications Barrier Activity
- 4 Breaking Down Communication Barriers
- 5 Creating Efficient Messages
- 6 Reflect and Move Forward
- 7 Not in component but won't delete

MODULE 3: Management Research

Learning outcomes: Management research isn't simply designed to uncover new information, but to actively provide new solutions in the workplace.

Topics covered:

- 1 Introduction
- 2 Nature of Management Research
- 3 Basic Research – Applied Research
- 4 Where Do We Start?
- 5 Where Do We Start? (continued)
- 6 Reflect and Move Forward

MODULE 4: Sources of Information

Learning outcomes: You will learn about the appropriate sources of information, how is Information classified and what research methods are used to analyze this information for further communication.

Topics covered:

- 1 Introduction
- 2 Business Research Activity

- [3](#) Methods of Research
- [4](#) Methods of research (continued)
- [5](#) Methods of research (continued)
- [6](#) Sources of Information
- [7](#) Sources of Information (continued)
- [8](#) Reflect and Move Forward

MODULE 5: Making Sense of Qualitative Data

Learning outcomes: This topic will look to introduce you to what qualitative data is and what techniques are used for analyzing qualitative data.

Topics covered:

- [1](#) Introduction
- [2](#) The Collection Process
- [3](#) Collecting Qualitative Data
- [4](#) Techniques to Analyze Qualitative Data
- [5](#) Reflect and Move Forward

MODULE 6: Making Sense of Quantitative Data

Learning outcomes: By the end of this topic you will understand what quantitative data is and how it is prepared and presented.

Topics covered:

- [1](#) Introduction
- [2](#) Before Undertaking Analysis...
- [3](#) Checking for Errors
- [4](#) Reflect and Move Forward

MODULE 7: Understanding Quantitative and Qualitative Data Activity

Learning outcomes: This lesson will cover the different characteristics of quantitative and qualitative data and you will learn to differentiate between the characteristics of the two types of data.

Topics covered:

- 1 Introduction
- 2 Data Activity
- 3 Reflect and Move Forward

MODULE 8: Communication Systems and Process

Learning outcomes: In this lesson you will learn formal and informal communication, group communication structures, the wheel, chain and circle structure types, Downward, upward and lateral communication flows.

Topics covered:

- 1 Introduction
- 2 Communication Systems and Processes
- 3 Group Communication Structures
- 4 Vertical Communication
- 5 Lateral or Horizontal Communication
- 6 Communication Process Activity
- 7 Reflect and Move Forward

MODULE 9: Workplace Communication Structures

Learning outcomes: By the end of this topic you will have covered Introduction to organizational structures, Independence structures, Entrepreneurial structures, Hierarchical structures and Matrix structures.

Topics covered:

- 1 Introduction
- 2 Impact of Structure on Workplace Communications
- 3 Impact of Structure on Workplace Communications (continued)
- 4 Hierarchical Structures

[5](#) Communication Structure Activity

[6](#) Reflect and Move Forward

MODULE 10: Culture in the Workplace

Learning outcomes: This topic provides a background to organizational cultures. By the end of this topic you will understand Cultural definitions, Organizational cultures, Decision-making, Risk, Value and reward

Topics covered:

[1](#) Introduction

[2](#) Impact of Culture on Workplace Communications Activity

[3](#) Decision Making

[4](#) Centralization and Decentralization

[5](#) Reflect and Move Forward

MODULE 11: Adapting to Improve your Workplace Communication

Learning outcomes: By the end of this session you will have covered:

‘Why am I here and how do I make the best contribution to my organization’s or college’s goals?’
Understanding a need for change, Organizational development, the process of change and Resistance to change.

Topics covered:

[1](#) Introduction

[2](#) Adapting Cultures to Improve Workplace Communications

[3](#) Changing the Working Environment

[4](#) Cultural Activity

[5](#) Reflect and Move Forward