

Pitman Training Pakistan

Effective Online Communication

E-Learning Course Outline



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Contents

COURSE OUTLINE	2
DURATION:.....	2
CPD Points:.....	2
COURSE AIMS:.....	2
ABOUT THIS COURSE.....	2
TOPICS COVERED IN THIS MODULE	2
MODULE 1: INTRODUCTION	3
MODULE 2: WRITTEN COMMUNICATION	4
MODULE 3: SPOKEN ONLINE COMMUNICATION	4
MODULE 4: SUMMARY	5

COURSE OUTLINE

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

DURATION:

1 Month

CPD Points:

2

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.

ABOUT THIS COURSE:

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.

TOPICS COVERED IN THE MODULE:

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.

MODULE 1: INTRODUCTION

Topics covered:

- 1 Welcome
- 2 What will you cover
- 3 What is Effective Online Communication?
- 4 The Internet
- 5 Connecting to a Network
- 6 Real Time and Delayed Online Communication
- 7 Online Audiences
- 8 Types of Online Audience
- 9 Using Language Online
- 10 The Internet and the Law
- 11 Test yourself 1, 2, 3, 4 and 5
- 12 Summary

MODULE 2: WRITTEN COMMUNICATION

Topics covered:

- [1](#) Examples of Written Communication
- [2](#) Case Study - Jasmine
- [3](#) Email
- [4](#) Email Language
- [5](#) Email Structure
- [6](#) Email Tone
- [7](#) Case Study - Jasmine's Email From Mark
- [8](#) Web Pages
- [9](#) Texts
- [10](#) Case Study - Longmerton Trust's Patient
- [11](#) Blogs and Other Social Media
- [12](#) Wikis and Instant Messaging
- [13](#) Test Yourself 1,2,3,4 and 5

MODULE 3: SPOKEN ONLINE COMMUNICATION

Topics covered:

- [1](#) Examples of Spoken Online Communication
- [2](#) Video Conferencing
- [3](#) Video Conferencing Preparation
- [4](#) Video Conferencing Good Practice
- [5](#) Case Study - Longmerton NHS Video Conference

6	Video Presentations - Audience and Environment
7	Video Presentations - Structure and Materials
8	Case Study - Jasmine's Presentation Checklist
9	Your Online Presentation 1
10	Your Online Presentation 2
11	Audio Conferencing
12	Audio Conferencing Advantages & Disadvantages
13	Audio Conferencing Software
14	When to Use Audio Conferencing
15	Preparation For Hosting an Audio Conference
16	During the Audio Conference
15	Case Study - Jasmine's Audio Conference
16	Test Yourself 1,2,3,4 and 5

MODULE 4: SUMMARY

Topics covered:

- [1](#) Spoken Online Communication
- [2](#) Effective Online Communication
- [3](#) Online Audiences
- [4](#) Writing Online
- [5](#) Speaking Online
- [6](#) Conclusion