

Activity record

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This is a record of your activity for the Open University course:

Effective communication in the workplace

<https://www.open.edu/openlearn/money-business/effective-communication-the-workplace/content-section-overview>










Date created: 30 November 2023

Section	Status	Last viewed
Introduction and guidance		
Introduction and guidance	✓	30 Nov 2023
What is a badged course?	✓	30 Nov 2023
How to get a badge	✓	30 Nov 2023
Acknowledgements		30 Nov 2023
Week 1: The importance of communication in the workplace		
Introduction	✓	30 Nov 2023
1 What does communication mean?	✓	30 Nov 2023
2 Why is communication important in the workplace?	✓	30 Nov 2023
3 How does the communication process work?	✓	30 Nov 2023
4 Effective communication	✓	30 Nov 2023
5 Barriers to good communication	✓	30 Nov 2023
6 Creating a personal development plan	✓	30 Nov 2023
7 This week's quiz	✓	30 Nov 2023
8 Summary of Week 1	✓	30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 1 practice quiz	Score -	

Section	Status	Last viewed
Week 2: Communication skills		
Introduction	✓	30 Nov 2023
1 Listening is more than hearing	✓	30 Nov 2023
2 What is active listening?	✓	30 Nov 2023
2.1 Focus fully on the speaker	✓	30 Nov 2023
2.2 Tactics to avoid interrupting	✓	30 Nov 2023
2.3 Showing interest	✓	30 Nov 2023
2.4 Avoiding seeming judgemental	✓	30 Nov 2023
2.5 Providing feedback	✓	30 Nov 2023
3 Asking effective questions	✓	30 Nov 2023
4 Other useful communication skills	✓	30 Nov 2023
4.1 Self-awareness	✓	30 Nov 2023
4.2 Empathy	✓	30 Nov 2023
4.3 Adaptability	✓	30 Nov 2023
4.4 Building trust and relationships	✓	30 Nov 2023
5 Personal development plan	✓	30 Nov 2023
6 This week's quiz	✓	30 Nov 2023
7 Summary of Week 2	✓	30 Nov 2023

Section	Status	Last viewed
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 2 practice quiz	Score -	

Week 3: Understanding non-verbal communication

Introduction		30 Nov 2023
1 What is non-verbal communication?		30 Nov 2023
2 Key cues		30 Nov 2023
3 How others perceive me		30 Nov 2023
4 Presenting a positive image		30 Nov 2023
4.1 Job interviews		30 Nov 2023
5 Personal development plan		30 Nov 2023
6 This week's quiz		30 Nov 2023
7 Summary of Week 3		30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 3 practice quiz	Score -	

Week 4: Verbal communication in the workplace


Introduction		30 Nov 2023
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Section	Status	Last viewed
1 Using verbal communication in the workplace	✓	30 Nov 2023
2 Types of conversation	✓	30 Nov 2023
3 Participating in meetings	✓	30 Nov 2023
4 Presenting and networking	✓	30 Nov 2023
4.1 Presentation skills	✓	30 Nov 2023
4.2 Networking and 'elevator pitches'	✓	30 Nov 2023
5 Verbal communication in job hunting	✓	30 Nov 2023
5.1 Telephone interviews	✓	30 Nov 2023
6 Personal development plan	✓	30 Nov 2023
7 This week's quiz	✓	30 Nov 2023
8 Summary of Week 4	✓	30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 4 compulsory badge quiz	Score -	
Week 5: Written communication skills for the workplace		
Introduction	✓	30 Nov 2023
1 The importance of written communication	✓	30 Nov 2023
2 Effective written communication	✓	30 Nov 2023

Section	Status	Last viewed
3 Writing clear and effective emails	✓	30 Nov 2023
3.1 Email errors	✓	30 Nov 2023
3.2 Writing effective emails	✓	30 Nov 2023
4 Planning and writing reports	✓	30 Nov 2023
4.1 Proofreading	✓	30 Nov 2023
5 Writing for social media	✓	30 Nov 2023
6 Written communication skills for the job-hunting process	✓	30 Nov 2023
7 Personal development plan	✓	30 Nov 2023
8 This week's quiz	✓	30 Nov 2023
9 Summary of Week 5	✓	30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 5 practice quiz	Score -	
Week 6: Dealing with challenging situations		
Introduction	✓	30 Nov 2023
1 Working with others	✓	30 Nov 2023
1.1 Leaders and followers	✓	30 Nov 2023

Section	Status	Last viewed
2 Managing your emotions	✓	30 Nov 2023
2.1 Negative emotions	✓	30 Nov 2023
3 Challenging conversations	✓	30 Nov 2023
3.1 Challenging opposing views	✓	30 Nov 2023
3.2 Sharing bad news	✓	30 Nov 2023
3.3 Dealing with an angry customer or colleague	✓	30 Nov 2023
4 Personal development planning	✓	30 Nov 2023
5 This week's quiz	✓	30 Nov 2023
6 Summary of Week 6	✓	30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 6 practice quiz	Score -	
Week 7: Communication and diversity		
Introduction	✓	30 Nov 2023
1 The recent history of diversity in the workplace	✓	30 Nov 2023
2 Culture and communication	✓	30 Nov 2023
3 Disability and communication	✓	30 Nov 2023
4 Generation and communication	✓	30 Nov 2023

Section	Status	Last viewed
5 Personal development planning	✓	30 Nov 2023
6 This week's quiz	✓	30 Nov 2023
7 Summary of Week 7	✓	30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 7 practice quiz	Score -	
Week 8: The future of communication in the workplace		
Introduction	✓	30 Nov 2023
1 The impact of technology on communication	✓	30 Nov 2023
1.1 Remote working	✓	30 Nov 2023
1.2 Remote attendance at meetings	✓	30 Nov 2023
1.3 Using Skype	✓	30 Nov 2023
2 Growing my profile	✓	30 Nov 2023
2.1 What next for LinkedIn?	✓	30 Nov 2023
3 The future of workplace communication	✓	30 Nov 2023
3.1 Augmented reality	✓	30 Nov 2023
3.2 Virtual reality	✓	30 Nov 2023
4 The impact of generation Z	✓	30 Nov 2023

Section	Status	Last viewed
5 Marketing your communication skills in the future		30 Nov 2023
5.1 Video CVs		30 Nov 2023
5.2 Chatbots		30 Nov 2023
6 Final review of your personal development plan		30 Nov 2023
7 This week's quiz		30 Nov 2023
8 Summary of Week 8		30 Nov 2023
Where next?		30 Nov 2023
Tell us what you think		30 Nov 2023
References		30 Nov 2023
Acknowledgements		30 Nov 2023
Week 8 compulsory badge quiz	Score -	