

COM-101-365

Ethics and Best Communication Practices in the Workplace



Objectives

With this training, participants will be able to:

- Select the right mode of communication for a given situation
- Apply ethic principles when communicating in the workplace

Practical information

Duration	2 hours
Level	Beginner
Languages available	English - French

Prerequisites

Basic knowledge of Microsoft Teams (optional)

Target audience

Managers, Administrative staff, Customer service employees or anyone who needs to communicate with internal or external users.

Content

1 - Select the right mode of communication for a given situation

- Identify the right mode of communication for a given situation
- Differentiate between communication options available in Teams

2 - Apply the principles of communication ethics in the workplace

2.1 - Writing communications with effective messages

- Use the To, CC, and Bcc fields correctly.
- Use a convention for writing publication subjects/titles
- Structure a message to make it easier to read
- Create a Quick Part Communication Template

2.2 - Manage the multiplication of communications and distractions

- Use conversation options to manage multiple email exchanges
- Know the notification options in Teams and Outlook to control possible distractions

2.3 - Responding effectively to messages

- Determine the reasonable response time
- When to put your absence message
- Use reactions and mentions effectively

Included with your training



Complete manual with step-by-step explanations



Exercise worksheets seen in class



Training Certificate



Recognition Badge that you can share on your LinkedIn page



Post-training follow-up offered for 6 months