MOOC DIGITAL WORKPLACE

MODULE 2: COMMUNICATION VIDEO: MOD2_2: The Communication Process

Script: details of what the course presenter will say.

On screen text: ideas, images etc. to appear on screen as and when prompted.

Editing notes:

SCRIPT	ON-SCREEN TEXT	EDITING NOTES
As you know, strong communication skills are essential as they form the basis for other key skills we are working on such as team working, negotiation skills or conflict management.		Close-up of the trainer for a few seconds holding a sign showing his/her full name.
In addition to the key elements that we all know (as issuer, receiver, message, context, etc.), when we are teleworking we need to pay special attention to the channel and code we are using in our communications, like in *feedback*. Adapting our communication to the channel being used (for example, e-mail, telephone, or videoconference) is key to ensure that we achieve what we set out to achieve in our communication. Also, the code (language) is a key element as many different ones are used (in different countries and companies) and we should also know them so that our communication is as effective as possible. And, of course, it is of vital importance when teleworking have in place the tools and processes which provide us with the right feedback to ensure we are achieving what we set out to communicate (for example, both confirmation that a message has been received and that the main ideas we wanted to communicate were clear to the receiver).	Posters with the key words (accompany some graphics or illustration of the communication process): COMMUNICATION PROCESS • Issuer • Receiver • Context • Message • Code • Channel • Feedback	Close-up of the trainer.
How can we work to improve our communication generally? • Communication always takes place within certain contexts and through certain channels and the issuer should adapt his communication to both of these. Knowing the particularities of both of these elements will help you to communicate effectively with your receiver. • Knowing the receiver in advance is also essential, because it will mainly determine how we are going to express and even the code that we will use. Invest time in getting to know your receiver so your message is tailored to them. The key is to ensure they understand. Don't forget this! • Finally, it is very important that we make sure that the message	Poster with the summary: • Adapting to the context and the channel. • Knowing the receiver and adapt our communications to their language.	Close-up of the trainer with the text on one side of the screen (bullet points gradually appearing as they are mentioned).

has been understood, that we have fulfilled the purpose of our communication; i.e. it is essential that you get feedback and check that you have got what you wanted by communicating.	• Check feedback.	