MOOC DIGITAL WORKPLACE

MODULE 2: COMMUNICATION VIDEO: MOD2_1: Introduction

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
Welcome to Module 2, Communication. The ability to communicate effectively is a key skill required to achieve our personal and professional goals. Communication is essential for any area that involves managing other people. If we can't communicate effectively, it is very difficult for us to work in a team or community environment. It also makes it difficult for us to sell anything or to persuade or convince other people or even to negotiate the resolution of conflicts.	Poster: COMMUNICATION for: • Teamwork. • Resolving conflicts. • Influencing others. • Sales, negotiations...	Close-up of the trainer for a few seconds holding a sign showing his/her full name.
Communication also helps us to get to familiarize ourselves with the world around us, to organize our own thoughts, express our own ideas and our feelings. Communication helps us to understand other people's ideas and how they feel.	Poster: • Get to know the world. • Organize our own thoughts. • Express ideas and feelings. • Understand others.	Close-up of the trainer pointing to the key points.
Good communication skills in our professional career will help us to sell ourselves better, to increase our visibility and to expand our network of contacts.	Poster: • Personal brand. • *Networking.*	Close-up of the trainer from another angle pointing to the key points.
	Poster:	

When we are teleworking it is essential we know how to manage digital channels properly, and adapt our language to the channel being used.	• ADAPTING TO DIGITAL MEDIA (with some related graphics).	Close-up of the trainer.
Communicating effectively involves various processes all at once: being able to empathically listen, to process the information being received, to adequately manage the resources available to us at that time, and to make optimal use of our verbal and non-verbal resources. We will study the communication process and its main elements. We will also talk about basic skills such as listening and empathy, communication styles (in particular assertiveness) and the feedback process.	Poster: • How to listen. • Process information. • Manage media. • Use resources adequately. Poster: • Communication process. • Active listening. • Empathy. • Assertiveness. • Feedback.	
Remember, knowing how to communicate effectively will be key to developing your professional skills, such as team working and negotiation skills. When working remotely, the implicit difficulties of being in different locations and using different digital channels makes it even more important for us to develop our communication skills further. Shall we begin?		Close-up of the trainer.