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Communication [Download PDF](#)

Course Aim

To gain an understanding of good communication techniques and ways to protect information

Learning Outcomes

- Know why good communication is important
- Be aware of some barriers to communication
- Know different methods of communication
- Understand Active Listening
- Recognise different types of communication
- Understand the importance of maintaining confidentiality
- Be aware of information sharing rules
- Recognise the importance of the protection of information
- Know some documents that contain confidential information



Communication

This course is aimed at people who are looking to improve their communication skills

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22 Mins

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