Communication Improvement Training

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Communication in the workplace is important to companies since it allows organizations to be productive and work adequately. Companies can see a rise in productivity and dedication if employees communicate effectively throughout the organization. Business communication is used for a wide variety of activities like planning, management, and customer relations. Without proper communication, businesses would fail to execute any task. My project involved making communication training modules to create an efficient, effective, and correct transfer of information throughout the community and department.

The focus of this project was the communications department. Many organizations have been struggling with how information was being conveyed both to the workers and the public. Information not being conveyed properly or promptly throughout the department led to wasted time and effort. Such issues included communication efficiency and communication errors. Employees have had trouble getting notices and information conveyed properly throughout the organization. The training modules are designed to teach the employees how to behave and exchange information more efficiently and effectively.

Communication can be improved with practice and with great training. The purpose was to enhance communication skills to better convey information and increase productivity within the communications department. The project included observation, data gathering, ideation, prototyping, and evaluation steps to guide through the process. The training modules are a better, faster, and cheaper way for employees to get training. This interactive training engages the user to comprehend the information and test their knowledge with a short quiz.

I was successful in creating a simple interactive website that is available to the public for improving their communication skills. Through the use of the training modules, there is hope on improving the department’s ability to convey information with one another internally and externally. This will not only help the workers within the department, but it will also make the information that they display to the public more united and clear.