Managing Internal and External Workplace Information

This course is one of a range of courses offered by Pitman Training on communications – this focuses specifically on internal and external communications, information flows within organisations and using data effectively.

If you have management responsibilities and / or a role that includes knowledge management or internal and external communications, then this course will help you harness information effectively.

The course is highly practical in nature – it is structured to help you in your role and includes a planning information exercise that you can apply directly to the workplace.

What's more, our online system will help you track your progress and take you straight back to where you left off, as well as help build your motivation. There is also a generous six-month window to complete the programme. You don't need to load software onto your computer and you'll need broadband, plus Microsoft Word 97 or above (or a word-processing program fully compatible with Word).

On completing the course, you will have earned a highly regarded Pitman Training Certificate. Pitman Training is highly regarded by employers; yet again top business professionals in the UK have voted Pitman Training to be the UK's top independent training brand, through achieving Business Superbrand status.

Designed for

- Anyone who needs to improve their communication skills
- Experienced individuals being given, or looking for, more responsibility

Prerequisites

As the course is delivered online, you will need broadband internet access. You will need Microsoft Word 97 or above (or a word-processing program fully compatible with Word) on your computer.

Objectives

In this age of ever-growing information, understanding effective methods of communication in your organisation is a key skill. You will cover the skills needed to manage both internal and external communication. The course also looks at how information flows in an organisation, how to turn data into information, and how to turn information into knowledge.

Course Content

The online course introduces and covers key ideas, including:

Managing Internal Workplace Communications

Managing External Workplace Communications

Importance of Information

What is Knowledge?

Information Management

Planning Information Exercise

Career and work-focussed learning

Specially designed learning activities help you put into practice the new habits and skills you have gained. They reinforce your learning and create a memorable course-style.

Interactive 'Quick Quizzes' give you the chance to test your new-found knowledge

Learning bookmarks built into the system, so you can easily start again where you left off

Automatic progress tracking helps you see your progress, building up your motivation

Benefits

- **Flexible, self-paced learning via the internet**
- **Learn where and when you want**
- **No software to install**
- **Hints and tips to help solve real work problems**
- **Includes a specially designed 'Progress file' so you can record your learning activities and progress**
- **The opportunity to gain a prestigious Pitman Training Certificate**
- **Ample opportunity to complete the course – 6 months access**

Course duration: 15-20 hours