

# Managing Internal & External Workplace Communications

This course focuses on 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.

## IS THIS FOR YOU?

A broad reaching course that is suitable for anyone who feels they need to improve their communication skills. Also great for those individuals being given, or looking for more responsibility.

## ABOUT THIS COURSE

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.

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 a broadband internet connection.

On completing the course, you will have earned a Pitman Training Certificate which is highly regarded by employers; yet again top business professionals have voted Pitman Training to be a top Business Superbrand.

This course covers the following key areas:

- 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.

## AIMS AND 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.

## PRE-REQUISITES

There are no specific pre-requisites required for this course.

## CAREER PATH

Communications are vital for anyone working in an organisation but more so in key liaison positions such as Reception, PA, Team Leader and Manager roles. Gaining proven certifications in essential skill areas such as this will enhance your promotion prospects and keep your career progression on track.

## COURSE DURATION: AROUND 15-20 HOURS

*(Actual course duration will vary from individual to individual, based on prior skills and application).*



**CPD POINTS: 20**

*(Awarded CPD points upon successful completion).*

To find out more about this or any of our courses, speak to one of our course advisors.

The best way to predict the future **is to create it.**

To discuss your current skills and aspirations call:

**020 7256 6668**

or visit: [www.pitmanlondon.co.uk](http://www.pitmanlondon.co.uk)

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