

Obtained E.C.H.O. Effective Communications Program

Training Objective

Through (classroom/self-study/practical application), provide the knowledge and skills to effectively communicate in the workplace.

Upon successful completion of this program, participants will:

- Understand various communications strategies and tactics
- Have the ability to communicate effectively within the workplace
- Clearly articulate your response and actions legally
- Be able to effectively employ the knowledge and skills inside the workplace
- Successfully completion of this program will provide a 12 month certification and will allow subsequent re-certification

Audience

This course is intended for the following:

- Law Enforcement
- Security
- Professionals in any job which deals with client and customer service

Prerequisites

Nil

Program Components	Hrs	Result
Communication strategies and tactics	4	understanding communication strategies and tactics Understand Active listening skills Recognizing and understanding behaviours and actions
Assertive Communication Tactics	2	Understanding Assertive Communication Tactics
Ethics	2	Understanding ethics in the workplace
H.A.R.M Harassment and Racism Management	4	Recognizing and Understanding Harassment and Racism
E.F.F.O.R.T Effective Fact Finding operational report training	4	Apply effective written communications
L.A.W Legal Articulation Watchdog	4	Understanding and apply legal articulation

