



Canadian Food Processors Institute

Food Processing Human Resources Council

ONLINE COURSE PROFILE

Title: Workplace Essentials - Oral Communications

Description: This course addresses Oral Communication, the first of the skills which extensive government and industry research has identified as essential to success in work, learning and life. These skills provide the foundation for learning other skills and are the cornerstone of lifelong learning. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation, all vital elements of today's competitive and rapidly changing global business environment.

In improving essential skills, oral communication skills are generally looked to first, as they play a key role in improving all other essential skills for workers. This course provides guidelines for general and oral communication, active listening, providing feedback, fostering teamwork, and promoting a positive work environment.

Who should attend? This course is applicable to personnel in a food processing plant who want to improve their communication skills including: new hires, owners, supervisors, production personnel, plant managers, etc.

Duration: 1.0 hour

Learning Objectives: After the completion of the Oral Communication course, students will learn and develop the following skills:

- An understanding of the importance and benefits of good communication skills
- The general communication process and the use of structured, clear messages
- The communication loop
- Strategies for reducing communication errors
- Techniques and strategies for effective oral communication
- Understanding the barriers to successful oral communication
- Techniques which can lead to becoming a more active listener
- Strategies for giving feedback effectively and increasing its benefits in the workplace
- Knowledge and techniques needed to create an effective team
- Strategies for increasing positivity in the workplace

The goal of this training is to provide strategies and insights for food processing personnel who want to improve their oral communications skills for the workplace.

Major Topics:

- Good oral communications
- Clear messaging and reducing miscommunications
- Understanding barriers
- Effective feedback strategies
- Effective team building



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Evaluation Process

FPHRC is committed to providing relevant training in an appropriate and useable form for the food and beverage processing industry. This course has been developed because the subject area is one for which a need for training was identified. The course information and online format was developed with both the subject matter and prospective participants in mind. The FPHRC welcomes evaluations and comments as a method of fulfilling its mandate to provide relevant training for the food and beverage processing industry.

A course evaluation form about course material and delivery will be provided. Though this evaluation is optional, each participant is encouraged to complete a course evaluation to help us make improvements.

Knowledge Evaluation

Adult learners must be able to assess their own performance as they practice new behaviours and theories. Knowledge evaluation for participants will occur at the end of each course module and a final evaluation at the end of the course. Participants must demonstrate a minimum level of knowledge (70%) for the final course evaluation.