



# Communicating Effectively

## Course Syllabus

### Course Overview

#### Description

Effective communication takes commitment and practice. In this course, students will review a variety of communication mediums, and prepare to communicate effectively. Examples and practice activities include reading body language indicators, and addressing common barriers to communication.

**Duration:** Approximately 20 min

#### Objectives

After you complete this course, you will be able to:

- Define effective communication
- Reap the benefits of effective communication
- Prepare to communicate effectively
- Avoid communication issues

#### Required Materials

The course contains all required materials. No additional materials are necessary.

### Course Outline

#### Introduction

- Scenario practice
- Course overview
- Course objectives

#### Module 1

- Three Cs of Communication
- Using Communication Mediums
- The Benefits of Effective Communication
- Preparing to Communicate Effectively
- Reading Body Language Indicators
- Common Barriers to Communication



- Summary

## Course Administration

### Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

### Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

### Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

### Course Evaluation

After you have earned your certificate, you will have an opportunity to provide feedback that assists the design and development team with course improvement.

### Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

### Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the [Ellie Mae Academy FAQs](#) to ensure your browser supports our courseware, and to address any additional questions you may have.

### Course Help

For additional assistance, email [learning@elliemae.com](mailto:learning@elliemae.com). Please provide the following details:

- Course title
- Related screen number(s)
- Browser and version
- Your contact information