CEU Reference Document

Course Name: Effective Communication TRN-WEBEC-875

Course Type: ☒ Webinar   ☐ In-Person Training   ☐ E-Learning

Length of Course/Session: 2.0 hours

Date of Course/Session:

Course Description:
Explore why misunderstandings happen, what gets in the way of effective communication, and how teams can overcome such challenges. This course shares the latest workplace research related to clear communication and communication problems. Individuals explore communication preferences; discuss and examine common sources of misunderstanding and communication difficulties; and examine four communication styles, conflict zones, and common ground.

Speaker Profile:
Crystal Dolliver draws on her professional skills as a facilitator and corporate trainer for over 18 years, with various trainings she offers both in-person and online. Crystal has many areas of expertise including Motivational Interviewing (MI), Ethics, Mental Health First Aid, Suicide Awareness and Prevention and Accessibility in the Workplace (AODA), as well as many other corporate training offerings. Her professional experience in addition to delivering diverse training programs includes assisting individuals to successfully return to work and coaching individuals with disabilities. Crystal is known for encouraging and creating safe learning spaces where warmth, humour, and openness in sharing exists.

This course has preapproved CEUs from:
☒ The College of Vocational Rehabilitation Professionals   ☐ VRA Canada

Number of CEUs Approved: 2.0

Area of Focus: 09

Preapproval Code: AGILEC(web)-EC-2020-2.0

For Verification of Attendance: Please print course certificate

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905-443-0477 • 1-800-361-4642 • F: 905-443-0483
www.agilec.ca