



Course Outline

Objectives

- Expectations and Goals
- Basics of Communication
- Different Types of Communication
- Message, Delivery, & Reception
- Barriers to Communication
- Hearing and Understanding – Barriers and Skills
- Conversation and Communication Skills
- Giving Instructions
- Scenario
- Communication with Other Companies
- Body Language
- Radio Use Protocols
- Verbal or Written Communication?
- Communication Skills
- CALM – Revisited



Effective Documentation

- Written Communication
- Components of Written Correspondence
- Electronic Communication Tips
- Poorly Written Email to Revise
- Different Memo Styles
- Due Diligence Summary
- Silviculture Worker Case Study



Training Tips

- Meetings
- Meeting Preparation Tips
- Meeting Facilitation Tips
- Meetings to Motivate, Troubleshoot and Improve

BC Forest Safety Council Resources

- Actions to Support a Safety Culture
- Responsibilities for Health and Safety
- Dealing with Substance Abuse at Work
- Conflict in the Workplace
- Discipline
- Training Skills for Supervisors