

Program: Diploma in Occupational Health & Safety

Course: DOHS 4111 – Effective Communication

Instructor: **Susan Sawatzky**

Course Description:

To bring awareness to the importance of OHS and maintain a safe workplace, OHS professionals must be able to listen actively, think critically, speak persuasively, and deliver messages effectively. This requires a solid understanding of the different stakeholders and an ability to address their different needs and concerns. This course explores the role of communications concerning OHS in organizations, with an emphasis on negotiation and facilitation as tools to manage the OHS function more effectively.

Learning Outcomes:

- Insight on how to identify and influence the relevant stakeholders within an organization
- Development of communication strategies
- Ability to communicate ideas
- Understanding the key components of a good presentation
- Structuring presentations
- Being able to apply techniques on how to put together a meeting/session agenda, get the right people to the meeting, assign meeting roles and manage typical group dynamics
- Being familiar with three models of feedback
- Have knowledge of how to remain professional, calm and effective no matter how challenging the negotiation is

Course Outline:

Module 1: Influencing Organizational Stakeholders

Module 2: Communicating the Value of OHS

Module 3: Relevant Messages and Presentations

Module 4: Facilitating Meetings and Information Sessions

Module 5: Communicating Essential Feedback

Module 6: Negotiating on Behalf of an OHS Culture

Academic Requirements:

- 1 reflection paper assignment worth 10%
- 1 final assignment (4-8 pages) worth 20%
- 1 cumulative Final Exam worth 70%