



## Course details

### Course title

Communicating Confidently (Digital) – 2-Hour Online Taster

### Course code

Q00028353

### Course date

Start: 17/07/26

End: 17/07/26

### Number of classes

1 sessions

### Timetable

Fri 17th Jul, 13:00 to 15:00

### Tutor

Hannah Mitchell

### Fee range

Funding available - £16.00

### How you'll learn

You'll join a small group of fellow learners for classes online in video meetings and materials will be provided in our virtual learning environment.

Got it!

Online

### Venue

Online

## **Level of study**

Entry Level

## **Course overview**

This course is funded by the York and North Yorkshire Combined Authority and is only available to residents living within the York and North Yorkshire Combined Authority area. Communicating Confidently (Digital) – 2-Hour Online Taster - Introduction to confident digital communication - Understanding tone and clarity in written messages - Common pitfalls in email, chat, and online platforms - Writing clear, concise, and professional emails - Best practices for Teams/chat messaging - Adapting communication style for different audiences and situations - Managing tone to avoid misunderstandings online - Building confidence in virtual conversations and responses - Effective participation in online meetings and discussions - Tips for staying professional and authentic in digital spaces - Practical exercises using real-life digital scenarios - Actions to improve day-to-day digital communication immediately

## **Course description**

Communicating Confidently (Digital) – 2-Hour Online Taster is a practical introduction to communicating clearly and professionally in today’s digital workplace. This interactive session focuses on building confidence when using online tools such as email, Microsoft Teams messages, and virtual meeting platforms.

Participants will explore how tone, clarity, and structure impact how messages are received in digital formats. The course highlights common challenges such as misinterpretation, over-formality, or lack of confidence when writing or responding online, and provides simple techniques to overcome them.

Through practical examples and guided exercises, learners will develop skills to write concise emails, communicate effectively in chat messages, and participate confidently in online conversations. The session also introduces strategies to adapt communication style depending on the audience and purpose, while maintaining professionalism and authenticity.

This short taster session creates a supportive environment where participants can reflect on their current habits and try new approaches. By the end, learners will have greater confidence in their digital communication, along with practical tools they can immediately apply to improve clarity, reduce misunderstandings, and build stronger connections in everyday online interactions.

## **What financial support is available?**

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

## What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

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