



## Certificate of Achievement

# Gayathra Karannagoda

has completed the following course:

**COMMUNICATION AND INTERPERSONAL SKILLS AT WORK**  
UNIVERSITY OF LEEDS AND INSTITUTE OF CODING

On this course, you've discovered the best communication strategies for effective workplace collaboration, and reflected on your own personal communication style.

2 weeks, 2 hours per week



**Jennifer Rosen**  
Lead Educator



The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit [futurelearn.com/proof-of-learning/certificate-of-achievement](https://futurelearn.com/proof-of-learning/certificate-of-achievement).

This certificate represents proof of learning. It is not a formal qualification, degree, or part of a degree.

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has completed the following course:

### COMMUNICATION AND INTERPERSONAL SKILLS AT WORK UNIVERSITY OF LEEDS AND INSTITUTE OF CODING

86%  
AVERAGE TEST  
SCORE

On this course, you've discovered the best communication strategies for effective workplace collaboration, and reflected on your own personal communication style. You've learnt the importance of matching your communication style with your work and project goals and learnt how to manage and control challenging conversations.

#### STUDY REQUIREMENT

2 weeks, 2 hours per week

#### LEARNING OUTCOMES

- Identify your personal communications style
- Explore different communication platforms
- Reflect on whether your communication is aligned to your goals
- Apply your communication style in the workplace
- Engage in challenging conversations with positive outcomes
- Reflect on your personal style and technique

#### SYLLABUS

- Identifying your personal communications style
- Exploring different communication platforms
- Exploring your approach to communication
- Applying your communication style in the workplace
- Managing challenging conversations with positive outcomes
- Demonstrating your communication skills