



## GENERAL INSTRUCTIONS

### Course Overview:

This audio-visual course is designed to provide students with a comprehensive understanding of **Mastering effective communication and behaviour management strategies**.

**Communication and behaviour** are fundamental aspects of human life, influencing how we interact with others and navigate our surroundings. Communication encompasses verbal and nonverbal exchanges, including speech, gestures, and body language, while behaviour refers to the actions and reactions individuals exhibit in various situations. Understanding effective communication and behaviour can enhance interpersonal relationships, facilitate cooperation, and promote personal and professional success. It involves recognizing and interpreting cues from others, adapting communication styles to different contexts, and cultivating empathy and emotional intelligence.

### Course Objectives:

- Understanding communication principles
- Improving interpersonal skills
- Enhancing professional communication
- Social integration
- Cultural competence
- Conflict resolution skills
- Problem solving skills
- Leadership development
- Ethical communication practices
- Self-reflection and improvement

### Course Structure:

- The course consists of 2 modules, Module 1 consisting of 9 chapters and Module 2 consisting 8 chapters.
- At the end of each module an assignment is provided.
- After completion of Assignments please do contact us via [contactpedogdc@gmail.com](mailto:contactpedogdc@gmail.com) for course completion certificate.

To participate in this course, you will need:

- A computer or mobile device with internet access
- A media player (VLC, Windows Media Player, etc.)
- Speakers or headphones

**Support and Feedback:**

If you have any questions or need support, please:

- Contact the course support team at [contactpedogdc@gmail.com](mailto:contactpedogdc@gmail.com)

**Happy learning!**