



## Statement of participation

# Austin Whittall

has passed the free course including all mandatory tests for:

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### Communication and working relationships in sport and fitness

This free 24-hour course explored the importance of effective communication in sport and fitness.

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**Issue date:** 9 September 2018



[www.open.edu/openlearn](http://www.open.edu/openlearn)

This statement does not imply the award of credit points nor the conferment of a University Qualification. This statement confirms that this free course and all mandatory tests were passed by the learner. Please go to the course on OpenLearn for full details:  
<http://www.open.edu/openlearn/health-sports-psychology/communication-and-working-relationships-sport-and-fitness/content-section-overview>

COURSE CODE: E119\_1



## Communication and working relationships in sport and fitness

<http://www.open.edu/openlearn/health-sports-psychology/communication-and-working-relationships-sport-and-fitness/content-section-overview>

### Course summary

We often hear employers refer to the importance of interpersonal relationships or 'soft skills' in sport and fitness. This unique free course, Communication and working relationships in sport and fitness, explores the personal skills that underpin so much work in sport and gyms. You'll build valuable insights into understanding workplace communication, motivation and self-awareness and how this can increase your effectiveness and enhance how you work with others. All this is made possible by some unique film footage of coaches, trainers and instructors at work combined with engaging learning activities that accompany these case studies to benefit both your career and those you work with.

### Learning outcomes

By completing this course, the learner should be able to:

- recognise the importance of effective communication in the sector in benefitting sport and and fitness participants' experiences
- evaluate your own communication skills
- demonstrate an awareness of being able to build and sustain working relationships
- use observational skills and new knowledge to interpret work interactions and relationships.

### Completed study

The learner has completed the following:

#### Week 1

Introduction and guidance

Session 1: What are the purposes of communication?

#### Week 2

Session 2: Impact and getting your message across

#### Week 3

Session 3: How can effective communication enhance relationships?

#### Week 4

Session 4: What helps in connecting with others?

Session 4 compulsory badge quiz (score 98%)

#### Week 5

Session 5: How can you become more influential?

#### Week 6

Session 6: When does harsh feedback become bullying?

#### Week 7

Session 7: Power and its impact on the communication process

#### Week 8

Session 8: Topical aspects of communication

Session 8 compulsory badge quiz (score 98%)