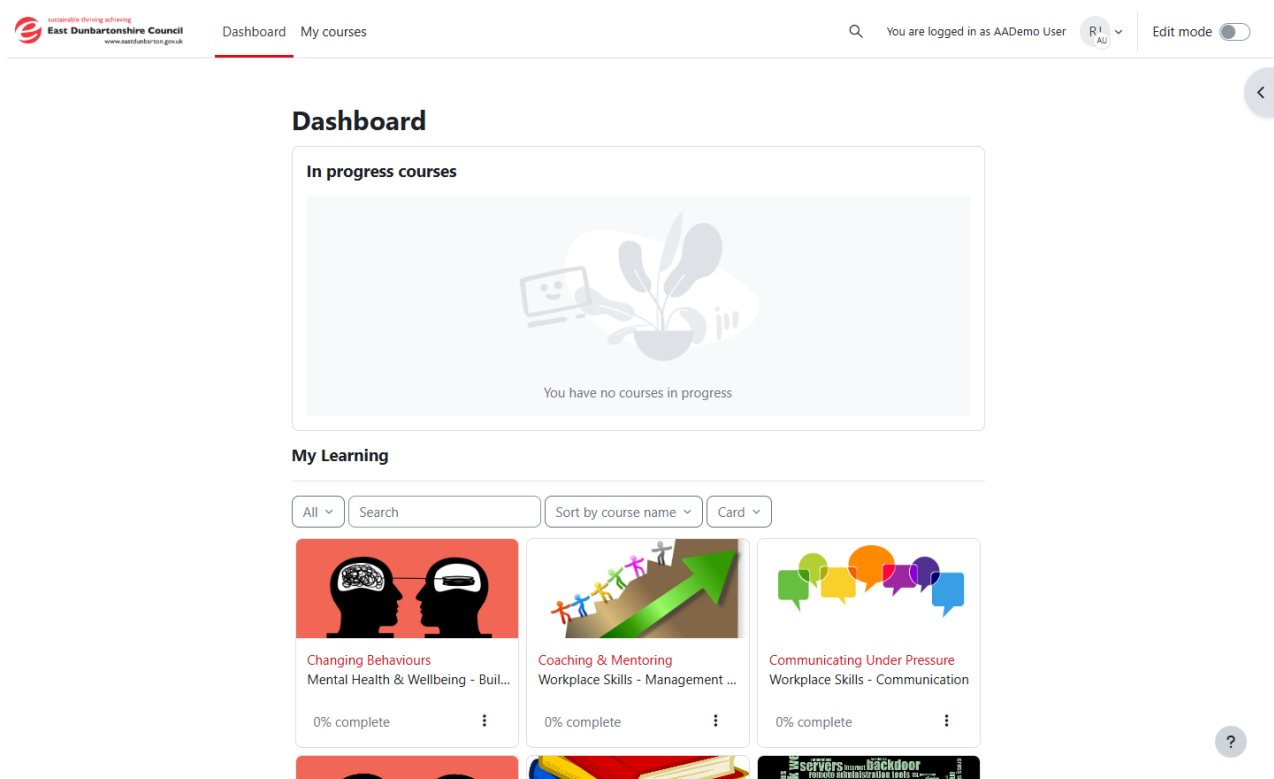


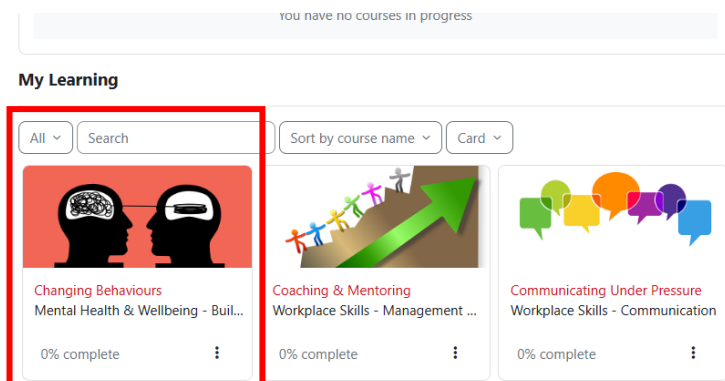
Accessing Courses on EDC Moodle

Once logged in, the **EDC Moodle Dashboard** will be displayed with a list of available courses.



The screenshot shows the EDC Moodle Dashboard. At the top, there is a header with the council's logo and name, and navigation links for 'Dashboard' and 'My courses'. A search bar and user information ('You are logged in as AADemo User') are also present. The main content area is titled 'Dashboard' and features a section for 'In progress courses' which is currently empty, displaying a message: 'You have no courses in progress'. Below this is the 'My Learning' section, which includes a search bar, sorting options ('Sort by course name'), and a view toggle ('Card'). Three course cards are displayed: 'Changing Behaviours' (Mental Health & Wellbeing - Building...), 'Coaching & Mentoring' (Workplace Skills - Management...), and 'Communicating Under Pressure' (Workplace Skills - Communication). Each card shows '0% complete' and a three-dot menu icon.

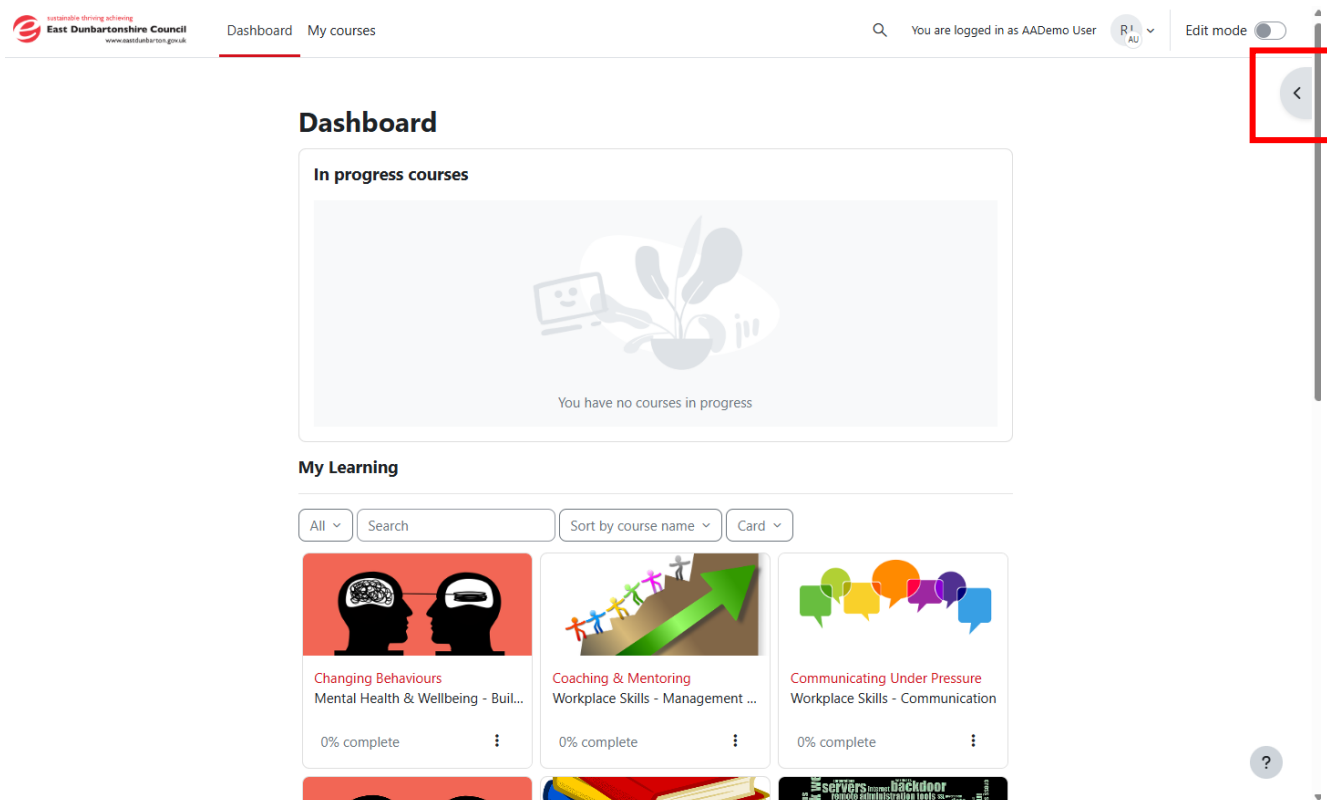
Click on a course displayed in **My Learning** to access or search for a course from the library.



This close-up view of the 'My Learning' section shows the search bar, sorting options, and the three course cards. The first card, 'Changing Behaviours', is highlighted with a red rectangular box. The card displays the title, subtitle 'Mental Health & Wellbeing - Building...', and '0% complete'.

Accessing Courses on EDC Moodle

To search for courses, click the expand arrow on right to display the **Welcome** panel. Once expanded, the **Welcome** panel will lock in place.



The screenshot shows the Moodle dashboard for East Dunbartonshire Council. At the top, there is a navigation bar with the council's logo, the text 'sustainable thriving achieving', and the name 'East Dunbartonshire Council' with the website 'www.eastdunbarton.gov.uk'. The navigation bar also includes 'Dashboard' and 'My courses' tabs, a search icon, and a user profile for 'AADemo User'. A red box highlights a circular expand arrow on the right side of the dashboard. Below the navigation bar, the 'Dashboard' section is titled 'In progress courses' and shows a message 'You have no courses in progress' with an illustration of a laptop and a plant. The 'My Learning' section features a search bar, a 'Sort by course name' dropdown, and a 'Card' dropdown. Below these are three course cards: 'Changing Behaviours' (Mental Health & Wellbeing - Built...), 'Coaching & Mentoring' (Workplace Skills - Management ...), and 'Communicating Under Pressure' (Workplace Skills - Communication). Each card shows '0% complete' and a three-dot menu icon. A help icon (?) is visible in the bottom right corner.



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Click **Please CLICK HERE** to see what other courses are available for you... to search and access courses from the library.

Welcome

Welcome...

Welcome to your EDC Moodle Learning Hub, we hope you enjoy this opportunity to learn at your own pace.

Link to all courses currently available...

Please **CLICK HERE** to see what other courses are available for you...



More courses will be launched every few weeks, so watch this space...



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Use the **Search** bar to search additional available courses i.e. **Communication**.

Courses / For All Employees

For All Employees

Category **More** ▾

For All Employees

communication



Online resources available to all EDC employees...

- ▶ **Course Summary**
- ▶ **User Guides (Miscellaneous)**
- ▶ **Customer Relationship Management (CRM)**
- ▶ **Diversity & Inclusion**
- ▶ **EDC Policy Based Training**
- ▶ **Financial Wellbeing**
- ▶ **Health and Safety**
- ▶ **How to...**
- ▶ **Information & Security**
- ▶ **Mental Health & Wellbeing**
- ▶ **Oracle Fusion**
- ▶ **Trauma Informed Practice**
- ▶ **Workplace Skills**



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The **Communication** courses are displayed.

[Courses](#) / [Search](#) / [communication](#)

The Learning Hub

communication



Search results: 8

Active Listening ➔



For all employees... **Active listening** is the key to effective **communication**. It is important to show the speaker that you are listening to them; this module will explore the ways in which you can prepare for effective **communication** and examine both the verbal and non-verbal signals of **active listening**.

Category: Workplace Skills - Communication

Asking the Right Questions ➔



For all employees... Questions form part of our everyday lives, but why do we ask them? This module explores the different types of questions and the situations in which they are most effective. We will also look at questions that should be avoided and how to set the scene for effective **communication**.

Category: Workplace Skills - Communication

Body Language ➔



For all employees... **Body language** is an essential part of **communication**. We will look at the ways in which **body language** can be used during an interaction. Interpretations of **body language** are affected when a person is assigned to a stereotype. Stereotypes are a fixed, oversimplified and widely held image of a particular type of person. We will look at the advantages and

Click on the course link to open.

Active Listening ➔



For all employees... **Active listening** is the key to effective **communication**. It is important to show the speaker that you are listening to them; this module will explore the ways in which you can prepare for effective **communication** and examine both the verbal and non-verbal signals of **active listening**.

Category: Workplace Skills - Communication

Click **Enrol me** to enrol on and access the course.

Enrolment methods

Select an enrolment method

✓ **Self enrolment (Student)**

No enrolment key required.

Enrol me

The **Active Listening** course page is displayed.

×⋮

How to use...

☐ Active Listening

☐ Post Course Evaluation Form

Active Listening

[Course](#) [Information](#) [Participants](#) [Grades](#) [Badges](#) [More](#) ✓

You are enrolled in the course. ×

✓ **How to use...**

[Collapse all](#)

To access this course, click on the course title, thereafter follow the instruction on the screen to work your way through the course.

On completion of the course, please exit as instructed then complete the evaluation form.

On completion of both the course & the evaluation form you will automatically be awarded a badge as a record of your activity.

If the course is part of a wider Program of learning, on completion of the full program, you will receive a certificate of achievement.

Any queries, please feel free to email peopledevelopment@eastdunbarton.gov.uk

Active Listening

To do ✓

For all employees...

Post Course Evaluation Form

To do ✓

Post Course Evaluation form to be completed for all courses



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Click the **Active Listening** link to open the course.



Active Listening

To do ▾

For all employees...

Click **Enter**.

For all employees...

Preview

Enter

Number of attempts allowed: Unlimited

Number of attempts you have made: 0

Grading method: Highest attempt

Grade reported: None



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The **Active Listening** course is displayed.

Follow the on screen instructions to complete the course.

[Active Listening](#) / [How to use...](#) / [Active Listening](#)

Active Listening

Exit activity



Active Listening

Leave



Active Listening

The Witches of Glum – listening exercise

Listening exercises such as this can help you assess your listening skills before looking at ways to improve in this area.

Listen to a short fairy tale. You don't need to take notes or write anything down.

Once you've heard the story, there will be a series of true or false questions testing what you can remember.

Select the **play** button to start the audio or select **Transcript** to read the content.

▶ 0:00 / 0:52





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Once completed, click **Exit activity** to exit the course.



Thank you for exiting the content. You may now navigate away from this content.

Completion of a **Post Course Evaluation** is required to complete the course, create a course completion badge and register the course as 100% complete.

Click **Post Course Evaluation Form**.



Post Course Evaluation Form

To do ▾

Post Course Evaluation form to be completed for all courses

Click **Answer the questions** to open the evaluation.

Post Course Evaluation form to be completed for all courses

Answer the questions



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The **Post Course Evaluation Form** is displayed. Complete all of the questions.

[Active Listening](#) / [How to use...](#) / [Post Course Evaluation Form](#) / [Complete a feedback](#)



Post Course Evaluation Form

To do: Submit feedback

Post Course Evaluation form to be completed for all courses

Mode: Anonymous

Did you find this course useful? !

How would you rate your overall learning experience? !

How do you intend to use this learning within your role? !

If you have any further feedback that you would like to provide, please enter it here... !

! Required

Submit your answers

Cancel

Click **Submit your answers** to complete.

Submit your answers

Cancel



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The **Post Course Evaluation Form** is completed.

Click **Continue**.

[Active Listening](#) / [How to use...](#) / [Post Course Evaluation Form](#) / [Complete a feedback](#)



Post Course Evaluation Form

Your answers have been saved. Thank you.



✓ **Done:** Submit feedback

Post Course Evaluation form to be completed for all courses

Continue

The **Active Listening** course page is displayed.

Dashboard My courses

⋮

Active Listening

Course Information Participants Grades Badges More ▾

▼ How to use... Collapse all


To access this course, click on the course title, thereafter follow the instruction on the screen to work your way through the course.

On completion of the course, please exit as instructed then complete the evaluation form.


On completion of both the course & the evaluation form you will automatically be awarded a badge as a record of your activity.

If the course is part of a wider Program of learning, on completion of the full program, you will receive a certificate of achievement.

Any queries, please feel free to email peopledevelopment@eastdunbarton.gov.uk

 Active Listening ✓ Done ▾

For all employees...

 Post Course Evaluation Form ✓ Done ▾

Post Course Evaluation form to be completed for all courses

Click **Dashboard** to return to the **EDC Moodle Dashboard**.



The **EDC Moodle Dashboard** is displayed.

The screenshot shows the EDC Moodle Dashboard. At the top, there's a header with the council's logo, navigation links for 'Dashboard' and 'My courses', and user information indicating the user is logged in as 'AADemo User'. The main content area is titled 'Dashboard' and includes a section for 'In progress courses' which currently shows 'You have no courses in progress'. Below this is the 'My Learning' section, which has a search bar and a grid of course cards. The 'Active Listening' course card is highlighted, showing it is '100% complete'. Other visible courses include 'Changing Behaviours', 'Coaching & Mentoring', 'Communicating Under Pressure', 'Coping with Transition Post Lockdown', and 'Course Summary List'. On the right side, there's a sidebar with a 'Welcome' message, a link to all courses, and a section for 'Latest badges' showing an 'Active Listening' badge.

The **Active Listening** course is now displayed as 100% complete.

This is a close-up of the 'Active Listening' course card from the dashboard. It features a graphic of five colorful speech bubbles (green, yellow, orange, purple, blue) at the top. Below the graphic, the text reads 'Active Listening' in red, followed by 'Workplace Skills - Communication' in black. At the bottom, it states '100% complete' with a small vertical ellipsis icon to its right.