

ENTERPRISE COMMUNICATION 1, CERTIFICATE OF COMPLETION

Requirements

PROW NC004 Workplace Communication Strategies (0 Units)

Hours: 8 (8 lecture)

Assess and optimize current workplace communication skills. Differentiate content, emotions, perceptions and intentions in a communication exchange. Build an advanced communication toolkit to forward your career. Illustrate clear and congruent verbal and nonverbal messages tailored to the personalities involved, the desired outcomes, and the context. Course restricted to 98 repetitions

PROW NC032 Navigating Courageous Conversations (0 Units)

Hours: 8 (8 lecture)

Unfortunately, the default tendency for millions remains to try to avoid difficult conversations because they don't know how to structure a discussion. Learn to prepare for a difficult conversation by clarifying your intentions and assumptions and applying a simple model to help you stay centered while you constructively shape what you say. Scripts and tips will be provided and applied to prepare for your next difficult conversation. Course restricted to 98 repetitions

PROW NC002 Persuasive Business Writing (0 Units)

Hours: 8 (8 lecture)

Develop effective and professional business writing skills using business tone, organization and formatting, word choice and persuasion. Matching the delivery channel (email, letter, memo, text, etc.) to the message type and situation will be covered, as well as the best methods to deliver bad news. Course restricted to 98 repetitions

Learning Outcomes

1. Describe what is meant by the following, and how to apply them in difficult conversations: Inquiry, acknowledgement, advocacy, and problem solving.
2. Construct and deliver a constructive criticism feedback session.
3. Describe how collaboration techniques can be used to address a conflict
4. Apply business writing concepts to writing letters and emails using complete sentences with sentence variety, clarity with pronouns, proper punctuation, paragraphing and clear organization of ideas.
5. Describe the importance of proper tone and style for business writing.