

ENTERPRISE COMMUNICATION 2, CERTIFICATE OF COMPLETION

Requirements

The Enterprise Communication 2 Certificate enables students to develop the additional strategic communication techniques and skills to open up additional work and advancement opportunities. This certificate is also a gateway into other noncredit and credit programs, helping students develop workplace skills and training that will qualify them for even more work opportunities.

There are no prerequisite requirements for this program, and courses are open to all students.

Code	Title	Units
PROW NC013	Emotional Intelligence in the Workplace	0
PROW NC044	Communicating with Confidence & Clarity	0
PROW NC025	Resolving Differences in the Workplace	0
PROW NC035	Navigating Workplace Dynamics	0

Learning Outcomes

1. Describe and apply 3 different strategic communication techniques to a workplace scenario.
2. Construct and verbally deliver an assertive message based on a workplace scenario.
3. Identify a workplace political issue and apply 3 skills to match a personal workplace scenario.
4. Identify your professional EI strengths and limitations. Develop a plan using 2 behavioral techniques to increase your EI competencies.