

ENTERPRISE COMMUNICATION, CERTIFICATE OF COMPLETION

Requirements

PROW NC004 Workplace Communication Strategies (0 Units)

Hours: 8 (8 lecture)

Participants 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 Difficult Conversations (0 Units)

Hours: 8 (8 lecture)

Develop techniques for difficult conversations based on intentions, optimal outcome and assumptions. Craft and deliver scripts customized to the scenario and personality styles involved. Course restricted to 98 repetitions

PROW NC002 Business Writing in a Technological World (0 Units)

Hours: 8 (8 lecture)

In this course students will develop effective and professional business writing skills using business tone, organization and formatting, word choice and persuasion. Matching the delivery channel (email, letter, memo or text) 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.