



Communication Courses 2015





13 WEEKS 13 ESSENTIAL SKILLS (13 PART TELESEMINAR SERIES)

This self-paced, easy to follow 13 week e-program allows you to learn and practice new strategies in 13 vital success areas such as: increasing workplace energy, dealing with difficult people, building team synergy, leading and serving others, and effective meetings. Become that valued employee that your department can't live without!

Format: Pre-recorded Teleseminar Series

DIALOGUE: THE NEXT STEP IN COMMUNICATION (30 MIN VIDEO)

Recognize the difference between communication and dialogue. Explore the basic elements of dialogue, and enhance your skills with the tools of dialogue. Learn when to listen, how to show respect, and when and how to suspend a conversation.

Format: Pre-recorded Webinar

GIVE AND TAKE WITH U PENN'S MOST POPULAR FACULTY MEMBER (20 MIN VIDEO)

Adam Grant's research shows how givers and takers impact customer satisfaction, innovation, and knowledge sharing. Creating a culture of giving and being consistent is important in any organization. Learn the correlation between four giver and taker paradigms, key ways that we can be more successful at giving, and how leaders leverage give and take.

Format: Pre-recorded Webinar

JUST DESSERTS: INGREDIENTS THAT PRODUCE A CLIMATE OF RESPECT (90 MIN WORKSHOP)

Improving respectful interactions takes awareness and willingness to shift one's preferred communication style. Participants will be given the opportunity to look closely at their preferred communication styles by completing the SELF Profile and learn how to effectively use this information to work collaboratively with styles other than one's own. These skills are becoming increasingly important as we're asked to do more inter/intra-departmental collaborations with fewer resources. This seminar is great for entire teams or individuals.

Format: Pre-recorded Webinar

KNOCK YOUR SOCKS OFF CUSTOMER SERVICE (2 PART 40 MIN EACH TELESEMINAR SERIES)

In the first teleseminar, listen and learn the perceptions behind customer service, and identify and gain strategies to adapt your communication style. You will also gain problem-solving skills needed to trouble shoot customers' concerns. Part two will equip you with strategies on how to manage angry or irate customers (internal or external). Gain the skills of handling four types of difficult customers and managing your own emotional intelligence.

Format: Pre-recorded Teleseminar

HOW TO EFFECTIVELY LEAD AND PARTICIPATE IN MEETINGS (TELESEMINAR)

Learn how to make the most out of every meeting minute. Issues covered include: optimizing the meeting purpose (including pros and cons of canceling a meeting); facilitator and participant success factors; preparation and time boosters; and ways to ensure your message is heard.

Format: Pre-recorded Teleseminar

STAR OF EXCELLENCE *WEST CHESTER UNIVERSITY*

STRENGTHENING YOUR EMOTIONAL INTELLIGENCE (40 MIN TELESEMINAR)

Learn the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. There is one thing that we are in control of--our attitude! Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes. For an abbreviated version of this program, register for the 20 minute pre-recorded video.

Format: Pre-recorded Teleseminar

STRATEGIES TO EFFECTIVELY LEAD AND PARTICIPATE IN MEETINGS (20 MIN VIDEO)

Learn how to make the most out of every meeting minute. Issues covered include: optimizing the meeting purpose (including pros and cons of canceling a meeting); facilitator and participant success factors; preparation and time boosters; and ways to ensure your message is heard.

Format: Pre-recorded Webinar

RUN THE BASES: HOW TO HIT WHAT YOU ARE SELLING OUT OF THE BALLPARK (20 MIN VIDEO)

If you are a leader of a department or committee, teach students, or are in the service industry, this video is for you! From the day we were born, we were selling something. Embrace that selling is not a bad word and learn how to run the bases through listening, telling stories, and gaining credibility to sell ideas, knowledge, and services.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC TRAINER (20 MIN VIDEO)

If you are expected to impart your technical knowledge to others in formal or informal settings learn how to apply the eight step "design and execution" training model—assess the training needs, set objectives, gather information, establish training method and design materials, design and produce a training evaluation, review evaluations, and modify the program.

Format: Pre-recorded Webinar

FACE IT: DO YOU LIKE WHAT YOUR FACE IS SAYING? (40 MIN TELESEMINAR)

Some emotions are better not displayed. However, many people struggle with maintaining their emotions and have a face that tends to give everything away. Learn six ways that you can refrain from showing emotions such as disgust, doubt, indifference, fear, boredom, and anger. These tips will help you think about each facial feature, how it can give away what you're thinking or feeling, and what you can do to stop yourself from showing it.

Format: Pre-recorded Teleseminar

STRENGTHENING YOUR EMOTIONAL INTELLIGENCE (20 MIN VIDEO)

Begin to understand the brain science behind Emotional Intelligence (EQ). Understand the importance of EQ in the workplace, review and assess the five Emotional Intelligence skills, and become aware of your own EQ triggers. There is one thing that we are in control of--our attitude! Strengthen your EQ and help others do the same so that we can create an environment of candor and successful outcomes. For an expanded version of this program, register for the 40 minute pre-recorded teleseminar program.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC MEDIA SITE PRESENTER (20 MIN VIDEO)

Do you want to communicate an important message or training to a large audience, but don't have the time to go door to door? Media Site video production is something that all 14 universities have access to. Understand what to expect on the day of filming, learn how to design a PowerPoint that works well with Media Site, and acquire the skills of presenting naturally and professionally on camera.

Format: Pre-recorded Webinar

MINIMIZE PUBLIC SPEAKING ANXIETY (POWERPOINT SLIDES)

This PowerPoint slide teaches you how to gain a valuable skill that can be used at home, work, or in your community. Learn how to present your wisdom and share ideas with others without the anxiety that comes along with public speaking. Check out these 13 +1 tips to reduce stress before giving a presentation.

Format: E-mail

BUSINESS WRITING BASICS AND COMMON GRAMMATICAL MISTAKES (40 MIN TELESEMINAR)

There are major pitfalls surrounding business writing that can not only hurt your credibility, but also impact your end results. Learn how to overcome these pitfalls and effectively convey bad news, request information, persuade others to take action, and provide information in a written communication. In this teleseminar, we also will cover common grammatical mistakes such as: misused words, punctuation, capitalization, and subject verb agreement.

Format: Pre-recorded Teleseminar

TRANSFORMING NEGAHOLICS (40 MIN TELESEMINAR)

Listen how you can survive... and transform the negativity in yourself and your organization. The result is a more engaging, productive and fun atmosphere.

Format: Pre-recorded Teleseminar

212 DEGREE SERVICE (3 PART 20 MIN EACH VIDEO SERIES)

At work, when we talk about creating a service culture, most people will focus on "customer service." But 212 Degree Service defines the service culture differently. In addition to serving the customers, it also is about serving each other. In fact, you'll learn it's impossible to have one without the other. Collectively and individually, develop a plan on how to implement and sustain a 212 degree service with one another and the customers you serve.

Format: Pre-recorded Webinar Series

INFLUENCE THROUGH CONNECTING JOHN MAXWELL PODCAST (40 MIN)

As you take steps to further your dream of becoming that Leader ... you wish to be! You will not only enjoy an insightful teaching audio on "advanced leadership," but you will learn some key strategies on how to put people first in your communication, and how to build a level of trust when connecting with family, your colleagues, your team and even an audience ... and enhance the performance of people.

Format: Pre-recorded Webinar

HOW TO BECOME A DYNAMIC NETWORKER (20 MIN VIDEO)

Master the components of dynamic networking, including dos and don'ts, examination and preparation, accessing your conversation, and discovering how to improve your skills.

Format: Pre-recorded Webinar

OPTIMAL BUSINESS WRITING SKILLS (20 MIN VIDEO)

Learn to identify the "pitfalls" of business writing and explore how to get started in the writing process.

Format: Pre-recorded Webinar

COMMUNICATION MUPPET STYLE: MOVIN' RIGHT ALONG! (20 MIN VIDEO)

In a creative and whimsical way, learn the nine different Muppet communication styles in the workplace as well as the turn-ons and turn-offs of each style. After examining the strengths and limitations of each style, examine how to best flex your style to achieve the best possible outcomes.

Format: Pre-recorded Webinar

STRATEGIES FOR BECOMING A BETTER CONVERSATIONALIST (30 MIN PODCAST)

Michael Hyatt, CEO of Intentional Leadership, talks to us about the art of conversational ping pong. Learn five strategies to become a better conversationalist both in your professional and personal life.

Format: Pre-recorded Teleseminar

SKILL SOFT ONLINE LEARNING

CLICK ON THE BLUE LINKS FOR COURSE DESCRIPTIONS.
EACH LINK COUNTS AS ONE COURSE.

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively	comm 17 a01 bs enus
Addressing and Redistributing E-mail	comm 17 a02 bs enus
Managing Your E-mail	comm 17 a03 bs enus

Telephone Essentials for Business

Essential Skills for Professional Telephone Calls	comm 18 a01 bs enus
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Business Writing Basics

Business Writing: Know Your Readers and Your Purpose	comm 19 a01 bs enus
Business Writing: How to Write Clearly and Concisely	comm 19 a02 bs enus
Business Writing: Editing and Proofreading	comm 19 a03 bs enus

Business Grammar Basics

Business Grammar: Parts of Speech	comm 20 a01 bs enus
Business Grammar: Working with Words	comm 20 a02 bs enus
Business Grammar: The Mechanics of Writing	comm 20 a03 bs enus
Business Grammar: Punctuation	comm 20 a04 bs enus
Business Grammar: Sentence Construction	comm 20 a05 bs enus
Business Grammar: Common Usage Errors	comm 20 a06 bs enus

Interpersonal Communication

Interpersonal Communication: Communicating with Confidence	comm 21 a01 bs enus
Interpersonal Communication: Targeting Your Message	comm 21 a02 bs enus
Interpersonal Communication: Listening Essentials	comm 21 a03 bs enus
Interpersonal Communication: Communicating Assertively	comm 21 a04 bs enus
Interpersonal Communication: Being Approachable	comm 21 a05 bs enus

Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict	comm 22 a01 bs enus
Workplace Conflict: Strategies for Resolving Conflicts	comm 22 a02 bs enus

Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People	comm 23 a01 bs enus
Working with Difficult People: How to Work with Aggressive People	comm 23 a02 bs enus
Working with Difficult People: How to Work with Negative People	comm 23 a03 bs enus
Working with Difficult People: How to Work with Procrastinators	comm 23 a04 bs enus
Working with Difficult People: How to Work with Manipulative People	comm 23 a05 bs enus
Working with Difficult People: How to Work with Self-serving People	comm 23 a06 bs enus
Working with Difficult People: Dealing with Micromanagers	comm 23 a07 bs enus

Negotiation Essentials

Negotiation Essentials: What Is Negotiation?	comm 24 a01 bs enus
Negotiation Essentials: Planning for Negotiation	comm 24 a02 bs enus

STAR OF EXCELLENCE

WEST CHESTER UNIVERSITY

Negotiation Essentials: Communicating	comm 24 a03 bs enus
Negotiation Essentials: Persuading	comm 24 a04 bs enus
Negotiation Essentials: Avoiding Pitfalls in Negotiations	comm 24 a05 bs enus
Emotional Intelligence Essentials	
What is Emotional Intelligence?	comm 25 a01 bs enus
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management	comm 25 a02 bs enus
Using Emotional Intelligence on the Job	comm 25 a03 bs enus
Fundamentals of Cross Cultural Communication	
Culture and Its Effect on Communication	comm 26 a01 bs enus
Communicating Across Cultures	comm 26 a02 bs enus
Improving Communication in Cross-cultural Relationships	comm 26 a03 bs enus
Getting Results without Direct Authority	
Getting Results without Authority: Building Relationships and Credibility	comm 27 a01 bs enus
Getting Results without Direct Authority: Reciprocity	comm 27 a03 bs enus
Getting Results without Authority: Persuasive Communication	comm 27 a02 bs enus
Getting Results without Direct Authority: Influencing Your Boss	comm 27 a04 bs enus
Listening Essentials	
Listening Essentials: The Basics of Listening	comm 28 a01 bs enus
Listening Essentials: Improving Your Listening Skills	comm 28 a02 bs enus
Constructive Feedback and Criticism	
Giving Feedback	comm 29 a01 bs enus
Giving Constructive Criticism	comm 29 a02 bs enus
Receiving Feedback and Criticism	comm 29 a03 bs enus
Anger Management Essentials	
Anger Management Essentials: Understanding Anger	comm 30 a01 bs enus
Anger Management Essentials: Managing and Controlling Anger	comm 30 a02 bs enus
Communicating Effectively with the "C" Level	
Preparing to Communicate Effectively at the "C" Level	comm 31 a01 bs enus
Techniques for Communicating Effectively with Senior Executives	comm 31 a02 bs enus
Basic Presentation Skills	
Basic Presentation Skills: Planning a Presentation	comm 33 a01 bs enus
Basic Presentation Skills: Creating a Presentation	comm 33 a02 bs enus
Basic Presentation Skills: Delivering a Presentation	comm 33 a03 bs enus
Communicate with Diplomacy and Tact	
The Impact of Situation and Style When Communicating with Diplomacy and Tact	comm 34 a01 bs enus
Strategies for Communicating with Tact and Diplomacy	comm 34 a02 bs enus
Delivering a Difficult Message with Diplomacy and Tact	comm 34 a03 bs enus
Professional Networking Essentials	
Professional Networking Essentials: Finding Opportunities To Make Connections	comm 38 a01 bs enus
Professional Networking Essentials: Developing Confidence	comm 38 a02 bs enus