



## **Communication**

The Communication Series offers five categories with fifty-four 5-Minute online “Power Courses” that helps you become a more effective communicator and improve your self confidence. Not sure where to begin? Go to “*Start Here*” to discover five courses that will get you started on the right path. After you complete these five courses select the ones in the order that best fits your needs.

### **Start Here** *(5 courses to get you on the right path)*

- Acting On Feedback
- Understanding Unwritten Rules
- It's All In The Tone
- Winning With A Win-Win Attitude
- Written Communication That Really Deliver

### **Effective Communication**

- Answer Questions With Class
- Are You Listening?
- Becoming A Better Listener
- Diligently Debating
- Effective Arguing
- Efficient Task Reporting
- I Didn't Say That
- Intention Directed Communication
- Positive Customer Relationships
- Providing Feedback For Performance Improvement
- That's Not What I Expected
- The Only Thing You Have To Fear Is... Not Public Speaking
- Turn To Your Internal Filter

### **Self Improvement**

- Acting On Feedback
- Be Your Own Keynote Speaker
- Expect The Unexpected
- Help, I'm Drowning In My Stuff
- Help, I'm So Burned Out
- Hit The Ground Running
- Maintaining Motivation
- Multi-Tasking
- Ouch, That Hurts! What Are My Emotional Band Aids?
- Read Between The Lines To Empower Yourself
- Receiving Feedback
- Responsibility And Accountability
- Seizing The Constructive Out Of Criticism
- Selective Listening
- Sharpen Your Creativity
- Uncertainty Is A Reality
- Winning With A Win-Win Attitude

### **Team Communication**

- Are You A Team Player?
- Art Of Negotiation
- Delegate Responsibilities? No Way!
- Delegation Works
- Giving Instructions
- Inspire Your Audience
- Is Everyone Clear?
- Let's Negotiate
- Mediation And Negotiation
- Service With Gusto!
- Why Can't Everybody Be Just Like Me?
- Working It Out

### **Verbal and Nonverbal Communication**

- 5 Minutes Before You Need To Master The Art Of Chit Chat\*
- Effortless Conversation Know-How!
- Humor In The Workplace
- Interview Phone Etiquette
- It's All The The Tone
- Set The Direction For Your Next Presentation
- Speak Clearly Without Speaking A Word
- Tactfulness
- Understanding Unwritten Rules
- What I Meant To Say
- Written Communicaiton That Really Delivers