

**5. Communicate clearly and effectively.**

- Communicating with Power
  - Elements of Powerful Communication – 1 hour
  - Persuasive Appeals – 1 hour
  - Modes of Persuasion – 1 hour
  - Active Listening – 2 hours
  - Resolving Conflict – 2 hours
  - Negotiation – 2 hours
  
- Communication Videos
  - Curing Common Meeting Ailments – 6 min.
  - Effective Business Writing – 21 min.
  - High Performance Communication – 20 min.
  - Keeping Meeting Participants Awake – 7 min.
  - People Styles at Work – 14 min.
  - Resolving Conflict – 15 min.
  - The Influence Edge and E-Mail – 11 min.
  - The People Styles Model – 20 min.
  - Understanding Negotiation – 20 min.
  - Effective Business Presentations – 3 min.
  - Giving an Apology at Work – 3 min.
  - Leading a Successful Meeting – 3 min.
  - Making Successful Group Decisions – 3 min.
  - Working Through Conflict – 3 min.
  
- E-Mailing Your Way to the Top
  - Managing Your Inbox – 2 hours
  - Writing Effective E-Mails – 3 hours
  - The Legal Face of E-Mails – 2 hours
  - Becoming an Organizational Leader – 1 hour
  
- Effective Business Communication
  - The Planning Worksheet – 1 hour
  - Writing Skills – 2 hours
  - Patterns of Development – 1 hour
  - Letters – 2 hours
  - Memos, E-Mail, and Other Communications – 1 hour
  - Reports – 1 hour
  - Documentation – 3 hours
  
- Effective Presentations
  - Preparing for a Presentation – 3 hours
  - Developing an Effective Message – 2 hours
  - Improving Delivery Skills – 2 hours
  - Using PowerPoint and Other Visuals – 3 hours

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- Grammar
  - Fundamental Sentence Structures – 3 hours
  - Punctuation – 2 hours
  - Complex Sentence Structures – 3 hours
  - Advanced Grammar – 2 hours
  
- Interview Skills
  - Getting the Interview – 3 hours
  - Preparing Yourself – 3 hours
  - Making an Entrance – 3 hours
  - Listening and Answering – 4 hours
  - Taking the Reins – 3 hours
  - Asking Questions – 3 hours
  - Opening Interviews – 3 hours
  - Tough Interviews – 2 hours
  - Following Through – 3 hours
  
- Negotiating (Supervisors Only)
  - Negotiating Techniques – 8 hours
  - Gaining Control – 3 hours
  - Closing the Deal – 4 hours
  - Everyday Negotiations – 4 hours