

CERTIFICATE NAME and Course Number

Fundamentals of Communication Certificate
XLSC 9015

DOMAIN

SOEE Leadership

CERTIFICATE STATEMENT

Communicating effectively is a critical life skill, both personally and professionally. It's vital that you not only convey information accurately, but that it's received in the manner you intended so that misunderstandings are minimized and relationships are strengthened.

CERTIFICATE DESCRIPTION

Communication is arguably the most important skill that anyone can develop. Effective communication is more than just an exchange of ideas and information. It involves the ability to clearly convey a message, be an effective listener and identify the underlying emotions and intentions behind the information.

The Fundamentals of Communication Certificate includes four competencies:

1. Effective Communication
2. Emotional Intelligence
3. Conflict Resolution
4. Giving and Receiving Effective Feedback

CERTIFICATE OBJECTIVES

Upon successful mastery of this certificate, you will be able to:

- Identify the skills necessary to effectively interact and communication with others
- Describe emotional intelligence and identify your personal skills through a self-assessment
- Define conflict and develop the skills to identify, address, and resolve conflict
- Describe the process of giving and receiving effective feedback and the benefits it brings to an organization

DEMONSTRATING MASTERY

This certificate is comprised of four competencies. Each competency is broken down into **Learning Objectives** and related **Topics**. For each objective, you will participate in **Learning Activities** designed to enhance and reinforce understanding.

Learning Activities include readings, video and audio clips, Learning Journal and Discussion Board prompts, practice exercises, demonstrations, as well as links to web and library resources.

As you progress through each competency you will come across **Interactive Discussions**. In these activities, the tutorial faculty member will ask you to respond to a question or series of questions that promote a deeper understanding of the topics covered in the **Learning Objective**. In addition, the question(s) will ask you to apply lessons learned from specific course content.

Certificate Structure

The table below details the **Learning Objectives** for each competency, which are supported by **Learning Activities** and **Interactive Discussions**.

Certificate Competencies	Learning Objectives
Effective Communication	<ul style="list-style-type: none"> • Explain the interpersonal communication process • Explain the filters and barriers that affect interpersonal communication • Identify ways to improve personal communication, including listening skills • Analyze how to effectively use communication technologies
Emotional Intelligence	<ul style="list-style-type: none"> • Define emotional intelligence concepts and frameworks • Identify personal emotional intelligence skills through self-assessment • Describe the connection between emotional intelligence and individual and organization performance • Relate emotional intelligence factors to leadership effectiveness • Explore strategies to build emotional intelligence into strengths to improve leadership performance • Devise an action plan to integrate practices that increase emotional-social intelligence within your work group
Conflict Resolution	<ul style="list-style-type: none"> • Define conflict and identify sources of conflict both in and outside of the workplace • Identify the two main dimensions of conflict behavior • Explain the five conflict handling modes • Identify conflict resolution strategies • Formulate the cost of conflict in the workplace

Certificate Competencies	Learning Objectives
Giving and Receiving Effective Feedback	<ul style="list-style-type: none"> ● Identify the benefits to an organization of giving effective feedback ● Describe the conditions that make feedback effective ● Explain a process for giving feedback ● Understand how to ready oneself to receive feedback

STUDENT RESOURCES

Brandman Online Library Resources

Brandman University provides comprehensive online library services including access to books, journals, databases, and other resources. Librarians are available via email and phone to provide support. Students can access the library directly when logged into their courses.

Writing and Math Help

Brandman's Online Writing and Math Center (OWMC) offers subject-specific tutoring services, live workshops, video tutorials, tutorial office hours, and links to top academic sites in order to ensure student success. Students can access the OWMC directly when logged into their courses.

Netiquette

Communicating in an efficient and respectful manner is critical to the learning process. Please view the following clip which provides netiquette guidelines: http://www.youtube.com/watch?feature=player_embedded&v=6dRocIqDJh0

Standards of Academic Integrity

Academic integrity is a core Brandman University value which insures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. Students are required to read, understand, and apply the standards set forth concerning academic integrity found in the policy link below. <http://www.brandman.edu/current-students/resources/catalogs>

Americans with Disabilities Act Statement

Brandman University is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). More details are available in the current Brandman University Academic Catalog. <http://www.brandman.edu/current-students/resources/catalogs>