



Organizational Communication

Course Length: One Day

Prerequisites: None.

Course Description

Communicating effectively within an organization is a key element to being successful. Learn how communication skills and leadership are related.

Table of Contents

Unit 1: Communication basics

- Topic A: Effective communication
- Topic B: Organizational management
- Topic C: Organization types and characteristics
- Topic D: Communication flow

Unit 2: Leadership and motivation

- Topic A: Communication and leadership
- Topic B: Communication and motivation

Unit 3: Relational context and organizations

- Topic A: Relational context
- Topic B: Relationships and organizations

Unit 4: Technology in the workplace

- Topic A: Workplace technology
- Topic B: Impact of technology
- Topic C: Technology guidelines

Unit 5: Context, stress, and managerial tools

- Topic A: Environmental context
- Topic B: Stress and communication

Unit 6: Innovation and change

- Topic A: Aspects of innovation
- Topic B: Aspects of change

Unit 7: Power, politics, and diversity

- Topic A: Power and communication
- Topic B: Diversity and communication
- Topic C: Empowerment and communication

Course Objectives

At the end of this course, students will be able to:

- Recognize the impact of nonverbal behavior, and barriers to effective communication.
- Identify the relational context, the factors that influence it, and the different personality types; and develop individual-organizational relationships.
- Select an environmental context; manage stress and anger; and mediate conflict.
- Identify different levels and types of power. Implement strategies to manage diversity and to communicate in different cultures; and identify the steps and guidelines for empowerment.