

Communications Specialist  
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Public information				
Public and media relations				
Internal and external communications				
Writing, editing and translation				
Marketing and advertising				
Graphic and multimedia design				
Photography				
Website design and development				
		<b>Business Etiquette and Professionalism</b>		
		Business Etiquette and Professionalism Simulation	<a href="#">COMM0180</a>	0.5
		Everyday Business Etiquette	<a href="#">COMM0181</a>	3
		Communication Etiquette	<a href="#">COMM0182</a>	2.5
		Etiquette and the Business Meeting	<a href="#">COMM0183</a>	2.5
		Etiquette for Supervisors	<a href="#">COMM0184</a>	3
		<b>Business Grammar Essentials</b>		
		Foundations of Grammar	<a href="#">COMM0201</a>	2.5
		Sentence Construction	<a href="#">COMM0202</a>	2
		Understanding Writing Mechanics	<a href="#">COMM0203</a>	2
		Punctuating with Skill	<a href="#">COMM0204</a>	2
		<b>Business Writing Essentials</b>		
		Business Writing Essentials	<a href="#">BLTCO001</a>	
		Business Writing Essentials Using Microsoft Word	<a href="#">BLTCO001A</a>	
		Writing with Intention	<a href="#">COMM0011</a>	4
		Avoiding Errors in Usage and Punctuation	<a href="#">COMM0012</a>	4.5
		Avoiding Grammatical Errors in Business Writing	<a href="#">COMM0013</a>	4.5
		Crisp Composition	<a href="#">COMM0014</a>	4.5
		Writing to Reach the Audience	<a href="#">COMM0015</a>	3
		Getting the Most from Business Documents	<a href="#">COMM0016</a>	4
		The Writing Process	<a href="#">COMM0017</a>	5
		Final Exam: Business Writing Essentials	<a href="#">FE0011_eng</a>	
		<b>Certified Manager of Quality/Organizational Excellence</b>		
		Communication Skills and Project Management	<a href="#">oper_04_a05_bs_enus</a>	
		<b>Consulting with the External Client</b>		
		Essentials of External Consulting	<a href="#">CONS0111</a>	5
		Consulting with the Internal Client Simulation	<a href="#">CONS0120</a>	0.5
		Internal Consulting Skills	<a href="#">CONS0122</a>	3.5
		<b>Delivering Successful Presentations</b>		
		Presentation Skills Blended Learning Toolkit	<a href="#">BLTCO030</a>	
		Combining Presentation Skills with MS PowerPoint	<a href="#">BLTCO030A</a>	
		Delivering Successful Presentations Simulation	<a href="#">COMM0300</a>	0.5

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		Presentation Resources Available to You	<a href="#">COMM0303</a>	5
		<b>Email Essentials</b>		
		E-mail Essentials using Microsoft Outlook	<a href="#">BLTCO023</a>	
		Essentials of Electronic Communication	<a href="#">COMM0231</a>	1.5
		Optimizing Email at Work	<a href="#">COMM0232</a>	2
		E-mail and Organizational Communication	<a href="#">COMM0233</a>	2.5
		E-mail as a Marketing Tool	<a href="#">COMM0234</a>	2
		<b>Fast-tracking Your Career</b>		
		Communication Skills to Fast-track Your Career	<a href="#">PD0133</a>	2.5
		<b>Frontline Call Center Skills</b>		
		Call Center Communication Skills	<a href="#">CUST0112</a>	4.5
		<b>Getting Results Without Authority</b>		
		Getting Results through Communication	<a href="#">COMM0515</a>	3
		<b>Going from Management to Leadership</b>		
		Communicating as a Leader	<a href="#">LEAD0145</a>	4.5
		<b>HDI - Customer Support Specialist</b>		
		Interacting with the Customer	<a href="#">cust_02_a01_bs_enus</a>	3
		Effective Communication Skills	<a href="#">cust_02_a02_bs_enus</a>	2.5
		Managing Conflict, Stress, and Time	<a href="#">cust_02_a03_bs_enus</a>	2.5
		Customer Support Specialist Simulation	<a href="#">CUST002A</a>	0.5
		<b>HRCI/SPHR (Senior Professional Human Resource)</b>		
		Employee and Labor Relations Strategies	<a href="#">hr_01_a06_bs_enus</a>	4.5
		<b>How to Write a Business Case</b>		
		Fundamental Components of a Business Case	<a href="#">STGY0211</a>	
		Presenting Your Case	<a href="#">STGY0216</a>	
		<b>How to Write an Effective Internal Business Case</b>		
		Preparing a Business Case	<a href="#">comm_01_a01_bs_enus</a>	2.5
		Writing a Business Case	<a href="#">comm_01_a02_bs_enus</a>	2.5
		Presenting Your Case	<a href="#">comm_01_a03_bs_enus</a>	2.5
		<b>International Communications</b>		
		International Communications Simulation	<a href="#">COMM0020</a>	0.5
		The Impact of Culture on Communication	<a href="#">COMM0021</a>	2.5
		The Art of Global Communication	<a href="#">COMM0022</a>	3.5
		Improving Your Cross-cultural Communications	<a href="#">COMM0023</a>	3
		Cross-cultural Communications Simulation	<a href="#">COMM002S</a>	0.5
		<b>Interpersonal Communication Skills for Business</b>		
		Interpersonal Communication Skills for Business Blended Learning Toolkit	<a href="#">BLTCO000</a>	
		The Process of Interpersonal Communications	<a href="#">COMM0001</a>	4.5
		The Mechanics of Effective Communication	<a href="#">COMM0002</a>	5
		Communication Skills for the Workplace	<a href="#">COMM0003</a>	4.5
		Communicate for Results	<a href="#">COMM0004</a>	5
		Communication Skills for Leadership	<a href="#">COMM0005</a>	5.5
		Communication Skills for Resolving Conflict	<a href="#">COMM0006</a>	5
		Communicate for Contacts	<a href="#">COMM0007</a>	4.5

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		Interpersonal Communication Skills for Business Simulation	<a href="#">COMM000S</a>	0.5
		Interpersonal Communication Skills for Teams Simulation	<a href="#">COMM000T</a>	0.5
		<b>Managing Software Project Outsourcing</b>		
		The Outsourcing Project	<a href="#">232209_ENG</a>	3.25
		<b>Moving from Technical Professional to Management</b>		
		Communication Skills for Successful Management	<a href="#">MGMT0122</a>	3
		<b>Strategic Marketing in Action</b>		
		Writing a Marketing Plan: Phase 1	<a href="#">MKT0204</a>	3
		Writing the Marketing Plan: Creative Strategy	<a href="#">MKT0205</a>	2.5
		<b>The Effective Administrative Support Professional</b>		
		Using Effective Business Communication	<a href="#">ADM0103</a>	2
		<b>Developing with IBM Rational Application Developer for WebSphere Software V6.0</b>		
		Web Development with Rational Application Developer	<a href="#">228136_ENG</a>	3
		<b>CompTIA i-Net+: Internet and Web Technologies</b>		
		Web Development Fundamentals	<a href="#">211519_ENG</a>	3.25
		<b>Java Enterprise Development with the J2EE: J2EE Connector Architecture</b>		
		The J2EE Connector Architecture	<a href="#">210367_ENG</a>	2