

# Communications Excellence Certificate

8:30 AM – 4:00 PM

Program Duration: 4 days



**Participants will walk away as strong, well rounded business communicators with effective written, verbal and non-verbal skills.**

Sharpen your leadership voice and gain skills to become an excellent communicator by earning this certificate. This certificate provides techniques that will allow you to create clear written and verbal messaging, engage confidently in critical conversations, provide impactful presentations, and develop a clear leadership presence. The requirements to earn this certificate and digital badge are:

- Attending the following one-day programs within the spring semester:
  - Change Leadership
  - Business Communications
  - Influencing in a Cross-Functional Organization
  - Critical Conversations

## Digital Badge:

Xavier Leadership Center is proud to offer each participant a digital badge once participants have met program completion criteria. Digital badges include a direct link to view program credentials, and can be utilized by participants on social media and digital resumes.



## Module 1: Change Leadership

Strong leadership in the face of organizational change is necessary in both the success of an organization along with the engagement and retention of employees. How change is managed has significant impact on how others react and transform. Change Leadership includes more than just looking at what change is needed, but how the change will affect people. This program will provide participants with practical tools to assess and manage change, successfully identify the role and phases of change, and walk through how to create action plans to overcome challenges and reach desired outcomes.

## Audience

Professionals at any level who want to increase their communications skills.

## Cost

\$2,200.00 General Registration

\$1,980.00 Xavier Alumni, Military/Govt./Non-profit

**2.4 CEUs will be issued for this program**

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## **Module 2: Business Communications**

The first part of this interactive workshop focuses on improving verbal communication skills including providing meaningful feedback, resolving conflict, and meeting everyday workplace challenges. The second portion of the class emphasizes effective written communication in the digital age, including crafting clear and concise messages, being other-centered, and increasing the professionalism in your writing.

## **Module 3: Influencing in a Cross-Functional Organization**

A cross functional organization is one where multiple reporting lines exist. This may involve direct line or indirect reporting to one or more individuals. At their best, cross functional structures can be creative and high performing. At their worst, they can be a confusing labyrinth of changing players who lack accountability. The skills and behaviors needed to make management a success require a new emphasis on exceptional people skills and methods for influence. This one-day program will address:

- Self-awareness and preparation
- Establishing clear goals upfront
- A cohesive narrative for persuasion
- Anticipating or dealing with pushback
- Systematic follow through to ensure positive outcomes

## **Module 4: Critical Conversations for Managing Conflict**

Meaningful conversations yield better results. When we are stuck because we are avoiding a needed conversation or having a conversation more often than we want, it is a sign that we are talking but not really conversing. Learning the proven skills that help frame how, when and what we say can yield amazing results. Critical conversations can be applied anywhere with anyone. These skills improve relationships, reduce stress, minimize conflict, improve productivity and best of all improve our ability to be effective.