

## Communication

We provide meaningful & timely interactions and information that supports the success of the WSU community.

Use the table below as a guide to the Communications folder located within Accelerate.

Accelerate Resource	Type & Length	Behavioral Indicator	Areas of Special Focus/ Alignment/ Target Audience
<b>“Interpersonal Communication Skills in the Workplace, Second Edition”</b> , <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/BOOKS/35045">http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/BOOKS/35045</a>	Book: 181 Pages	-Listen Actively -Seek to Understand -Adjust Communication Style to Suit the Audience -Articulate Verbal & Written Information Clearly	Chapters that may be of particular interest include: <ul style="list-style-type: none"> <li>- Chapter 3: Barriers to Communication</li> <li>- Chapter 4: Communicating with Different Personality Types</li> <li>- Chapter 7: Developing Listening Skills</li> <li>- Chapter 11: Communicating in the Multicultural Workplace</li> </ul>
<b>“Having a Difficult Conversation”</b> , <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/mgmt_36_a02_bs_enus">http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/mgmt_36_a02_bs_enus</a>	Course: 1 Hour	-Adjust Communication Style to Suit the Audience -Articulate Verbal & Written Information Clearly	Preparing for a difficult conversation? Check out this eCourse highlighting steps and style for difficult conversations (19 minutes), making progress during a difficult conversation (23 minutes) and a 25-minute practice session.
<b>“Communication Skills”</b> , <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/cust_07_a02_bs_enus">http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/cust_07_a02_bs_enus</a>	Course: 3:30 Hours	-Adjust Communication Style to Suit the Audience -Articulate Verbal & Written Information Clearly	On the front line working with HR clients and wishing to brush up on the basics? This course includes “managing calls and meeting customer’s needs” (1 hour, 14 minutes), writing skills (1 hour, 3 minutes) and asking questions and building rapport (1 hour, 17 minutes)
<b>“Interpersonal Communication: Communicating with Confidence”</b> , <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/comm_21_a01_bs_enus">http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/comm_21_a01_bs_enus</a>	Course: 1 Hour	-Adjust Communication Style to Suit the Audience -Articulate Verbal & Written Information Clearly	If you’re striving to convey a stronger, more confident persona, this course may be for you. Of particular interest may be the “confident communication behavior” 24-minute module.

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<p><b>“Communication Skills For Dummies”,</b>  <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/BOOKS/51118">http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/BOOKS/51118</a></p>	<p>Book: 275 Pages</p>	<p>-Listen Actively          -Seek to Understand          -Adjust Communication Style to Suit the Audience          -Articulate Verbal &amp; Written Information Clearly</p>	<p>Considering how to adapt to a diverse audience or the preferences of others? This book includes great strategies for Valuing Different Communication Styles (Chapter 3) and Communicating Across Cultures (Chapter 11)</p>
<p><b>Before Public Speaking...</b>  <a href="http://www.ted.com/playlists/226/before_public_speaking">http://www.ted.com/playlists/226/before_public_speaking</a></p>	<p>Appx 10-15 minutes for each videos</p>	<p>-Articulate Verbal &amp; Written Information Clearly</p>	<p>Seeking inspiration before preparing to speak in public? This playlist of 8 TEDx talks can help you get pumped up before speaking in public, including:</p> <ul style="list-style-type: none"> <li>- How to speak so that others will want to listen</li> <li>- Your body language shapes who you are</li> <li>- How I beat stage fright</li> <li>- Talk nerdy to me</li> <li>- How great leaders inspire action</li> <li>- Lies, damned lies and statistics</li> <li>- Why I live in mortal dread of public speaking</li> <li>- The danger of silence</li> </ul>
<p><b>Nancy Duarte: The secret structure of great talks</b>  <a href="http://www.ted.com/talks/nancy_duarte_the_secret_structure_of_great_talks">http://www.ted.com/talks/nancy_duarte_the_secret_structure_of_great_talks</a></p>	<p>18:11 minute TED talk</p>	<p>-Articulate Verbal &amp; Written Information Clearly</p>	<p>Nancy Duarte is known for her presentation support of Al Gore and other high-profile leaders. Here’s a summary of her thinking on creating a structure for helping to devise a message that calls individuals to action.</p> <p>Note: if you like this, check out her book, Resonate, inside Accelerate at:  <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$272645:ss_book:43331">http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$272645:ss_book:43331</a></p>

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<b>Get Your Message Across to a Skeptical Audience</b>  <a href="https://hbr.org/2015/05/get-your-message-across-to-a-skeptical-audience">https://hbr.org/2015/05/get-your-message-across-to-a-skeptical-audience</a>	Brief eArticle	-Articulate Verbal & Written Information Clearly	Looking for out of the box inspiration for building credibility? This Harvard Business Review article shares insight from research.
<b>Take Control of Your Nonverbal Communication</b>  <a href="https://hbr.org/video/3541641444001/take-control-of-your-nonverbal-communication">https://hbr.org/video/3541641444001/take-control-of-your-nonverbal-communication</a>	6:33 video	-Articulate Verbal & Written Information Clearly	This Harvard Business Review video explains how to master your unconscious behavior to command influence.
<b>5 Essential Communication Skills to Catapult Your Career (a recorded Harvard Business Review webinar)</b>  <a href="https://hbr.org/webinar/2014/09/5-essential-communications-skills-to-catapult-your-career">https://hbr.org/webinar/2014/09/5-essential-communications-skills-to-catapult-your-career</a>	1 hour	-Articulate Verbal & Written Information Clearly -Listen Actively -Seek to Understand -Adjust Communication Style to Suit the Audience	Led by Kristi Hedges, author of The Power of Presence: Unlock Your Potential to Influence and Engage Others, for Harvard Business Review. Focuses upon creating intentional strategies for improving professional connections with others.  If you like this, you might want to check out her book in Accelerate at: <a href="http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$272650:ss_book:44231">http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$272650:ss_book:44231</a>