Communication Skills

**Instructor-Led**
- Assertive Communication: On and Off the Job
- Communicating with Others: Your Style and Its Impact
- Communicating with Tact and Skill
- Conflict Resolution: Resolving Conflict Without Diminishing Relationships
- Get Connected! Learning to Network in Today's World
- Giving and Receiving Feedback for JHU Managers
- Giving and Receiving Feedback for JHU Staff
- Impromptu Speaking
- Relationship Awareness Theory: The Key to Better Communication and More Productive Conflict
- Speak Like a Pro
- Speak Like a Pro II (Advanced)
- The Art of Delivering Difficult Messages
- The Communication Challenge: Disarming Difficult People
- Wordplay at Work: Beginning Writing and Grammar on the Job
- Writing Effective Emails: Strategies and Tips for Productive Email Correspondence

**E-Courses**
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Building Your Professional Network
- Become a Great Listener
- Convo: Communication Tools
- How Culture Impacts Communication
- Keeping Business Calls Professional
- The Art and Science of Communication
- Trust Building through Effective Communication
- Clarity and Conciseness in Business Writing
- Preparing for Successful Communication
- Communication Tips New
- Listening to Customers New
- The Key to Good Communication: Your Audience New
- Improving Your Listening Skills New

**Videos**
- On-the-Level Communication
- Mindsets to Bring to Conflicts
- Responding to People with Power
- Don't Be Frustrated; Be Curious

**Books 24x7**
- Message Not Received: Why Business Communication Is Broken and How to Fix It
- John Adair's 100 Greatest Ideas for Brilliant Communication
- Improve Your Communication Skills
- Vocal Leadership: 7 Minutes a Day to Communication Mastery