Course Name	**Communicating as a Leader**
Credit Hours	4 Hours
Instructor(s)	Jerry Durham
Fee	$55.00

Course Description

This online course will impart a variety of leadership and communication tools and tips, as well as outline the importance of how better communication and leadership can improve our personal and professional life. It also identifies the primary goals of communication needed to add value and benefit to tasks performed. Lastly, key expectations like communicating effectively and efficiently are covered.

Learning Objectives

At the completion of the course, licensees will be able to:
- Recognize effective communication as a complex, multifaceted skill and outline skills and strategies to communicate effectively.
- Explain effective presentation strategies, with an understanding of audience.
- Identify types and benefits of new technology used to communicate with teams and stakeholders based on their needs.
- Describe best practices for conducting effective team meetings and one-on-ones.

Equipment Requirements

You must have an active, working internet connection to access this course online, as well as a platform to access the internet, such as a computer, tablet, or phone. All popular web browsers are supported, including Google Chrome, Mozilla Firefox, Safari, and Opera. No specialized software, speaker, microphone, or web camera is required.

Schedule and Location

This course is available online at any time at www.JadeLearning.com. Upon enrolling in the course, students will have access until the agency-issued course expiration date. After the access expiration date, the course will be removed from the student's account and any progress in the course will be lost. Before the access expiration date, the student may sign in and out of the course as many times as needed to complete the course.

Student Support

Both general and technical support is available to the student before, during, and after taking the course online. Students have access to general customer support via phone, chat, and email. Students have access to the course instructor via a contact form in the course and email. All questions, concerns, and comments received will be responded to within one business day.

Participation/Interactivity Verification

<u>Inactivity Timer</u> - Students are automatically logged out of the training after 30 minutes if the system does not sense interactivity (e.g., a mouse click or typing).

<u>Timed Logs</u> - Per our company's record retention policy, each student's every log-in, log-out, and lesson/assessment completion time is tracked and retained as part of the student record.

<u>Assessment</u> - At least one content question is delivered at the bottom of each page of text and the section is not considered complete until the related question has been answered. The licensee must complete all multiple-choice questions with a score of at least 70% in order to get credit for the course. Question choices are randomized so each participant will have a unique testing experience. This course is set up to allow users to go back through the section questions and re-answer questions while they meet the time requirement.

<u>Global Timer</u> - Students will not get credit until they spend a minimum of 200 active minutes total in the course.

Identity Verification

<u>Unique Username/Password</u> - Each student that wants to complete a training course with us must create and account by registering a unique personal email address and password. The student must enter this unique identifier every time they want to access the course after logging out or being logged out.

Communicating as a Leader Timed Syllabus

Section	Title	Questions	Minutes
1	What is Communication and Why is it Important	1	8
2	Power of Communicating and the Communication Cycle	1	7
3	Methods of Communicating	2	8
4	Verbal and Nonverbal communication	1	9
5	Listen to Communicate Well	1	8
6	Learn by Asking Questions	1	7
7	Communicate Clearly to the Audience	1	8
8	Minimize Emotions and Feelings when Communicating	1	8
9	Provide Positive Feedback	1	7
10	Avoid Divisive Discussions	1	7
11	Gag Order the Gossip	1	8
12	Handling Conflicts	1	8
13	Communication Pitfalls to Avoid	1	8
14	Do Not Forget Cultural Differences When Communicating	1	7
15	How Words Can Impact Behavior	2	9
16	Words for Powerful Communications	2	9
17	Communicate with Motivational Words	2	9
18	Practice Communicating	1	8
19	Improve Stakeholder Communications	1	7
20	Improve Team Member Communications	1	8
21	Benefits of the Communication Plan	1	7
22	Developing a Communication Plan	1	8
23	Simple Overview vs Detailed Communication Plan	1	7
24	Modifying Communications for the Audience	2	9
25	Using Technology to Communicate	1	7
26	Brilliant Communication Tools	1	8
27	Who Gets What Information	1	8
28	Methods, Volume, and Frequency of Communicating	1	8
29	Communication Leadership	2	8
30	Types of Leadership	2	8
31	Management Versus Leadership Communications	1	8
32	Challenges for Electrical Industry Communications	1	8
33	Importance of Good Communications for Electricians	1	7
34	Communications from the Largest Electrical Contractors	1	7
35	Treat Business Associates and Stakeholders Fairly	1	7
36	Tips for Effective Presentations	2	9
37	Leading Effective Team Meetings	2	8
38	Leading Effective One-on-Ones	2	8
39	Caution – Picking the Perfect Company Names	1	8
40	Summary of Key Course Topics	1	9
	Totals:	50	314
	Student Minimum Time Required:		200