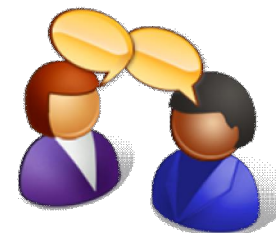


## Communication Certification



Effective communication skills are vital to the success and growth of every employee of the University of Tennessee at Martin. The ability to communicate clearly and effectively with faculty, colleagues, and other university customers is required for today’s diverse working environment. To complete the certificate, a participant must take 32 hours of training classes within the curriculum, including one **required course, Introduction to Communication**.

*“If all my talents and powers were taken from me by some inscrutable Providence, and I had my choice of keeping but one, I would choose to keep the Power of Communication, for through it, I would quickly recover all the rest.” Daniel Webster*

**Time Limit:** You may take courses to build your certification for as long as you like. There are e-substitute courses available that meet the curriculum requirement.

**HR 128:** Classes under the Communications Certification are applied toward your annual 32 hours of HR 128 credit.

**Schedule:** Classes will be offered on the UT Martin campus and through e-substitute courses.

### Courses in the Curriculum:

Building a Team: Teambuilding at Its Best (3 hrs)	Building Conflict Management Skills (3 hrs.)
Business Communications for Everyday (3 hrs)	Commas! Commas! Commas!
Communicate Like You Mean It (3 hrs)	Communicating with Credibility & Diplomacy (3 hrs)
Communications Skills for Supervisors (3 hrs)	Creating a Respectful Workplace (3 hrs)
Communicating with People with Hearing Impairments and Speech Disabilities (2 hrs.)	
Delegation Skills (3 hrs)	Delivering Effective Recognition (3 hrs)
Emotional Intelligence (3 hrs)	Effective Presentation Skills (3 hrs)
Giving and Receiving Feedback (3 hrs)	How to Shine at Meetings (3 hrs)
Introduction to Communication (REQUIRED) 3 hrs	Listening Skills (3 hrs)
Making Meetings Work (3 hrs)	Managing Across Generations (3 hrs)
Managing and Motivating Student Workers (3 hrs)	Myers-Briggs Type Indicator (3 hrs)
Memo and Business Letter Writing (3 hrs)	Nonverbal Communication in the Workplace (3 hrs)
Not the Comma (1 hr)	Preventing Sexual Harassment (3 hrs)
Writing Effectively (12 hrs)	

### Courses that have e-substitutes:

Course	E-Substitute
Commas! Commas! Commas! (1.5 hrs)	Business Writing Essentials
Communication Skills for Supervisors (3 hrs)	Interpersonal Communication Skills for Business
Writing Effectively (12 hrs)	Business Writing Essentials
Effective Presentation Skills (3 hrs)	Delivering Successful Presentations
Delegation Skills (3 hrs)	Delegation Skills

E-Substitutes Course Information - for a complete list of courses available go to:  
<http://www.utm.edu/departments/ecce/training/index.php> Click: Computer Based Training.

**Questions – Call ECCE at 7940.**

**Sponsored by The Office of Employee & Organizational Development.**