

Interpersonal Communication Certificate Program

This on-line learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed around a wide range of job-related knowledge and skills to improve job and interpersonal skills. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Listening Essentials: The Basics of Listening

1 Hour

This course will review the various types of listeners and the benefits of being able to listen effectively when communicating. The course reviews popular misconception about listening. It also covers active listening techniques for improving your listening and maximizing your understanding.

Listening Essentials: Improving Your Listening Skills

1 Hour

This course will review how roadblocks such as distractions, emotions, and the way in which we communicate can influence the way we listen and receive messages. The course covers strategies that you can use to avoid roadblocks and improve your listening skills.

Interpersonal Communication: Listening Essentials

1 Hour

This course explores the benefits and challenges of effective listening and demonstrates how active listening techniques enhance the effectiveness of your listening skills. It takes you through the various levels of listening, and outlines behaviors and thought patterns that demonstrate active listening techniques.

Interpersonal Communication: Communicating with Confidence

1 Hour

This course will review how the essential elements of trust, credibility, and specific confident communication behaviors bring about confident communication and enhance your influence. It highlights the advantages of communicating with confidence, explores the construction of trust and credibility, and clarifies how trust and credibility, result in confident communications.

Interpersonal Communication: Targeting Your Message

1 Hour

This course explores key considerations for planning and delivering targeted messages. It highlights the components involved in communication and describes what to look for when analyzing the needs and wants of your intended audience. It also takes you through the selection of an appropriate medium and context for a given message, and suggests strategies for delivering a well-planned message.

Interpersonal Communication: Communicating Assertively

1 Hour

This course will review the benefits of assertive behavior and how to distinguish from passive, aggressive, or passive-aggressive behavior. It will cover the requirements for assertive communication, such as being honest and straightforward, being respectful of others, and using assertive body language and tone. You will also learn how to increase the power of assertive communication.

What is Emotional Intelligence?***1 Hour***

Becoming aware of your emotions can help you become attuned to your own needs and the needs of others, and help you make better decisions and develop relationships. This course explores the power of emotions and the concepts of emotional intelligence. It will cover emotional intelligence competencies in areas of self-awareness, self-management, empathy, and relationship management.

Improving Your Emotional Intelligence Skills: Self-Awareness and Self-Management***1 Hour***

This course will review how to build your emotional intelligence through appropriate actions and techniques for managing emotions. It will focus on competency areas of self-awareness and self-management. You will learn how to identify and regulate your own emotions through self-awareness techniques.

Workplace Conflict: Strategies for Resolving Conflicts***1 Hour***

This course describes techniques you can use to deal effectively with a conflict situation. You'll learn that an important first step is to define the conflict by clarifying the issues surrounding it. You'll also find out about the importance of describing the conflict to the other party in a way that doesn't make them defensive. In addition, the course outlines collaboration skills that can help you deal with conflicts effectively, building trust and cooperation and preventing the escalation of conflict.

Forming Peer Relationships and Alliances at Work***1 Hour***

This course explores how to leverage social and communication skills in building peer relationships. It also demonstrates how to build peer support networks and how to collaborate with peers toward a common goal.