



# Certified Workplace Communication Skills Professional

**Vskills Certifications**

**Vskills Brochure**



# Certified Workplace Communication Skills Professional

Workplace communication is an essential skill that every employee should have. Every organization is on a look out for people with good communication skills but unfortunately the business need for employees with good communication skills is often not fulfilled.

Candidates with good workplace communication skills not only excel in their job but also qualify for better job opportunities.

## Why should one take this certification?

Deficient communication not only is a road block for career progress but is also a barrier which plagues the individual at every step of life. It becomes crucial for every working individual of communication in any organization explain the need for working toward improving communication skills. Vskills Certification focuses on developing writing skills, emotional intelligence, negotiation skills, effective speaking and listening habits.

This will not only assist the candidate in career advancement but also develop the requisite business communication skills.

## Who will benefit from taking this certification?

Vskills Certification in Workplace Communication is for all working candidates, students and senior management who wish to improve their workplace communication skills and want to outperform their peers. The Certification focuses on directing the student towards betterment of their verbal and non-verbal communication skills set.

## Test Details

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%)

There is no negative marking in this module.

## Fee Structure

Rs. 4,999/- (Excludes taxes)\*

\* Fees may change without prior notice, please refer <http://www.vskills.in> for updated fees

## Table of Contents

### **1. Introduction to Communication**

- 1.1 Theory of Business Communication
- 1.2 Classification Of Communication
- 1.3 The Purpose Of Communication
- 1.4 The Process Of Communication
- 1.5 The Seven C's Of Communication In Verbal Communication
- 1.6 Universal Elements In Communication
- 1.7 Interaction With Social And Electronic Media

### **2. Diversity and Organizational Communication**

- 2.1 Organizational Communication
- 2.2 Assumptions underlying early organizational communication
- 2.3 Communication Networks
- 2.4 Direction Of Communication
- 2.5 Interpersonal Communication
- 2.6 Communication Approaches Used In An Organization
- 2.7 Line And Staff Management (LSM)
- 2.8 Intercultural Communication Skills
- 2.9 Cultural Sensitivity And Go Global
- 2.10 Effectiveness Of Intercultural Communication
- 2.11 Developing Cultural Intelligence
- 2.12 Improving Cross-Cultural Communication Skills
- 2.13 Some Examples of Cultural Diversity

### **3. Oral Communication**

- 3.1 Oral Communication
- 3.2 Listening

### **4. Non Verbal Communication**

- 4.1 Importance Of Non-Verbal Communication
- 4.2 History Of Non-Verbal Communication
- 4.3 Types Of Non-Verbal Communication
- 4.4 Functions of Non-Verbal Communication
- 4.5 How Non-Verbal Communication Helps

### **5. Written Communication**

- 5.1 Written Business Communication
- 5.2 Types of Business Communication
- 5.3 Business Etiquettes
- 5.4 Modes Of Written Communication In Business Organisation
- 5.5 Types Of Communication Based On Style And Purpose
- 5.6 Keys To Effective Written Communication
- 5.7 The Importance Of Font Selection

- 5.8 How To Write A Good Business Letter
- 5.9 How To Write A Memo
- 5.10 E-mail
- 5.11 Report Writing

### **6. Organisation Politics**

- 6.1 Overview of Organization Politics
- 6.2 Political Landscape of an Organization
- 6.3 The Political Players
- 6.4 Antecedents of Political Behaviour
- 6.5 Method of dealing with Organization Politics

### **7. Developing Negotiation Skill**

- 7.1 Definition of Negotiation
- 7.2 Preparing for the Negotiation Process
- 7.3 The Seven Basic Steps in Negotiation
- 7.4 Negotiation Styles
- 7.5 Attitude and Negotiation

### **8. Negotiation Strategy & Tactics**

- 8.1 Strategies for Negotiation
- 8.2 Best Alternative to a Negotiated Agreement (BATNA)
- 8.3 Approaches for Negotiation
- 8.4 Types of Negotiators
- 8.5 Tactics for Negotiation Process
- 8.6 Non-Verbal Communication
- 8.7 Emotions in the Negotiation Process
- 8.8 Top Ten Effective Negotiation Skills
- 8.9 Group Dynamics in Negotiation
- 8.10 Creative Methods to solve Negotiation Problems
- 8.11 Value Creation in Negotiations
- 8.12 Giving Feedback after Negotiation
- 8.13 Barriers to the Negotiation Process

### **9. Emotional Intelligence**

- 9.1 Emotional Intelligence
- 9.2 EQ Domains
- 9.3 Self-Awareness
- 9.4 Self-Regulation
- 9.5 Social Skills
- 9.6 Improving Perception Competencies
- 9.7 Using Self-management and Social Skills
- 9.8 Emotional Maturity
- 9.9 Emotional Resilience

## Sample Questions

**1. What are the common barriers that impede communication?**

- (1) Barriers with people
- (2) Barriers with words
- (3) Barriers made by cultural differences
- (4) Barriers made by distance

- A. All of the above
- B. All, except (2)
- C. All, except (3)
- D. All, except (4)

**2. Effective communication can ONLY be achieved when**

- (1) The audience is understood
- (2) Feedback is encouraged
- (3) Thoughts are organised

- A. All of the above
- B. All, except (1)
- C. All, except (2)
- D. All, except (3)

**3. Which of the following is NOT used in oral speaking style?**

- A. Mostly long sentences
- B. Personal pronouns freely
- C. Active voice
- D. Contractions often

**4. What is the basis of coercive power in negotiation?**

- A. A capacity to seek information and consider the ideas of others.
- B. The control over resources desired by others.
- C. Punishment, authority and use of force, whereby others are compelled to behave a particular way.
- D. None of the above

**5. What does the five step negotiation for an agreement involves?**

- A. Clarifying wants, displaying, proposing, narrating and checking.
- B. Clarifying wants, proposing, bargaining, gaining agreement, and following-up.
- C. Clarifying wants, discussing, postponing, negating and checking.
- D. None of the above

**Answers: 1 (A), 2 (A), 3 (A), 4 (C), 5 (B)**

## Certifications

- ▶ **Accounting, Banking & Finance**
  - Certified GST Professional
  - Certified AML-KYC Compliance Officer
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  - Certified BASEL III Professional
  - Certified GAAP Accounting Standards Professional
  - Certified Treasury Markets Professional
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  - Certified Hadoop and Mapreduce Professional
- ▶ **Cloud Computing**
  - Certified Cloud Computing Professional
- ▶ **Design**
  - Certified Interior Designer
- ▶ **Digital Media**
  - Certified Social Media Marketing Professional
  - Certified Inbound Marketing Professional
  - Certified Digital Marketing Professional
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- ▶ **Health, Nutrition and Well Being**
  - Certified Fitness Instructor
- ▶ **Hospitality**
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  - Certified Scrum Specialist
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  - Certified Real Estate Consultant
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  - Certified Marketing Manager
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  - Certified Six Sigma Black Belt Professional
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  - Certified Logistics & SCM Professional
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  - Certified Business Law Analyst
  - Certified Corporate Law Analyst
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  - Certified Basic Network Support Professional
  - Certified Business Intelligence Professional
  - Certified Core Java Developer
  - Certified E-commerce Professional
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  - Certified PHP Professional
  - Certified Selenium Professional
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  - Certified iPhone Apps Developer
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  - Certified Network Security Professional
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  - Certified Corporate Social Responsibility Professional
  - Certified Leadership Skills Professional
- ▶ **Life Skills**
  - Certified Business Communication Specialist
  - Certified Public Relations Officer
- ▶ **Media**
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  - Certified Advertising Sales Professional
- ▶ **Sales, BPO**
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  - Certified Telesales Executive

& many more job related certifications

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