The Communicating pathway helps learners expand their understanding of the importance of effective communication in a workplace setting. Learners on this path will develop skills and strategies that will make it easier for them to listen, learn and share their knowledge and insights with others.

**Pathways Courses with short descriptions**

**Yellow Path: Communicate**

**Verbal Communication:** This interactive half-day session explores essential verbal skills that can help employees be more effective in their day-to-day work. With a focus on communication etiquette, diplomacy and tact, participants learn how to avoid common barriers to good workplace communication.

**Written Communication:** This half-day session is focused on developing effective written work. Participants will explore how to create professional written communications, and learn how to choose the right medium based on their intended audience and purpose.

**Competencies**

**B. Communicate**

**B1. Gather, interpret and provide information**

i) Practice communication etiquette

ii) Adapt style of communication for the situation

iii) Use communication technologies and tools

a) Share information with a collaborative approach

b) Research and report information

iv) Accept and provide constructive feedback

a) Demonstrate accountability

b) Exercise judgment

c) Use diplomacy and tact when interacting with others

f) Demonstrate a sensitivity to diversity
**Feedback and Recognition**: This half-day session offers an introduction to accepting and providing feedback in the workplace. Interactions with colleagues, clients, students or supervisors create opportunities to share our perspectives and improve our performance. Learners will explore the basic concepts that make it easier to have these conversations with confidence.

**Communication Skills for Managing Conflict**: This full-day session provides learners with education, exposure and hands-on experiences to understand, manage and resolve conflicts.

**Skill Soft related coursework available:**
- Business Writing
- Listening Essentials
- Communicating Assertively
- Communicating Across Cultures
- Communicating with Professionalism and Etiquette
- Preparing a Business Case
- Preparing for Effective Business Meetings
- Using Email Effectively
- Giving Feedback
- Receiving Feedback and Criticism
- Recognizing and Responding to Conflict
- Strategies for Resolving Conflict
- Blame Backfires: Conquering Negative Thinking

**Additional courses provided on campus related to this path:**
- Steven Covey 5 choices
- U of A Advantage Program
- Introduction to Generational Differences
- Business Communication
- TTC: Writing Effective Emails

---

**B2. Overcome communication challenges**

i) Accept and provide constructive feedback  
ii) Resolve conflict  
g) Pursue professional development  
h) Demonstrate accountability  
i) Exercise judgment  
j) Use diplomacy and tact when interacting with others  
k) Demonstrate a sensitivity to diversity

**B3. Live by your Ethics**

i) Demonstrating Professionalism  
ii) Demonstrate integrity

---

**g) Maintain confidentiality**