

Professional Communication Certificate Program

Presented by NCC's Center for Business & Industry

Employees may possess the necessary skills for their roles, but effective communication is essential for smooth processes. Surveys consistently show that employers prioritize communication skills because they enhance interactions and information flow within organizations. The Professional Communication certificate program offers engaging workshops that equip employees with practical experience in teamwork, presentations, listening, relationship management, conflict resolution, and cross-cultural interaction.

This advanced certificate program consists of six different learning modules taught by experienced and skilled facilitators.

Professional Communication Certificate Workshops

- Conflict Resolution Strategies
- Creating Impactful Presentations
- Effective Interactions
- Navigating Personal & Professional Relationships
- Supporting Identity & Difference
- Working with Teams

Designed for:

- Anyone interfacing with others regularly
- Those in support or service roles wanting to improve performance
- Managers or supervisors looking to refresh skills
- Employees changing roles or moving to a new site or department



Outcomes:

- Learn to clearly and powerfully present messages
- Develop strategies for increased success in teams as a member and leader
- Increase self-awareness, inter-cultural competence, and conflict resolution skills to improve the impact of all interactions

Registration

Each workshop is listed separately in our registration database so that you can schedule as time permits and at the pace you desire. After completing the six workshops, you will receive your Professional Communication Certificate. Please visit northampton.edu/CBIWorkshops or scan the QR code to access the course catalog, view workshop descriptions and register.



Interested in on-site delivery, employee coaching or obtaining a comprehensive needs assessment for your organization? Please contact our Business Development Professional, Shelly Mule at smule@northampton.edu or 610-861-5064.