

# Communication Skills for Early-in-Career Success

- 5 online modules over 5 weeks



ONLINE PROGRAM

Upcoming Sessions  
Jul. 10 - Aug. 14, 2020  
Nov. 6 - Dec. 18, 2020  
Feb. 12 - Mar. 26, 2021



## Learn how to put your best self forward and get the recognition you deserve.

Developing the right skills early on can transform the prospects of a young professional. This program offers you a rare opportunity to acquire the highly effective interpersonal and business communication skills that can help take your career to the next level.

### Bonus:

Receive a free copy of instructor Diana Kawarsky's new eBook, *The Soft Cs!*

You will learn, practice and perfect modern techniques to effectively inspire others and distinguish yourself in diverse professional scenarios. The result will not only be an order of magnitude improvement in your ability to get your message across and get noticed, but a substantial and permanent increase in confidence as well.

Join us in this comfortable, safe and supportive online learning environment!

## e+ Online program learning features:



Interactive, engaging eLearning modules, pre-recorded mini-lectures and self-assessments.



Engage in online discussions with fellow participants and the instructor.



Attend two live, interactive webinars during the course to solidify your learning.



Receive expert personalized feedback and coaching from the instructor.



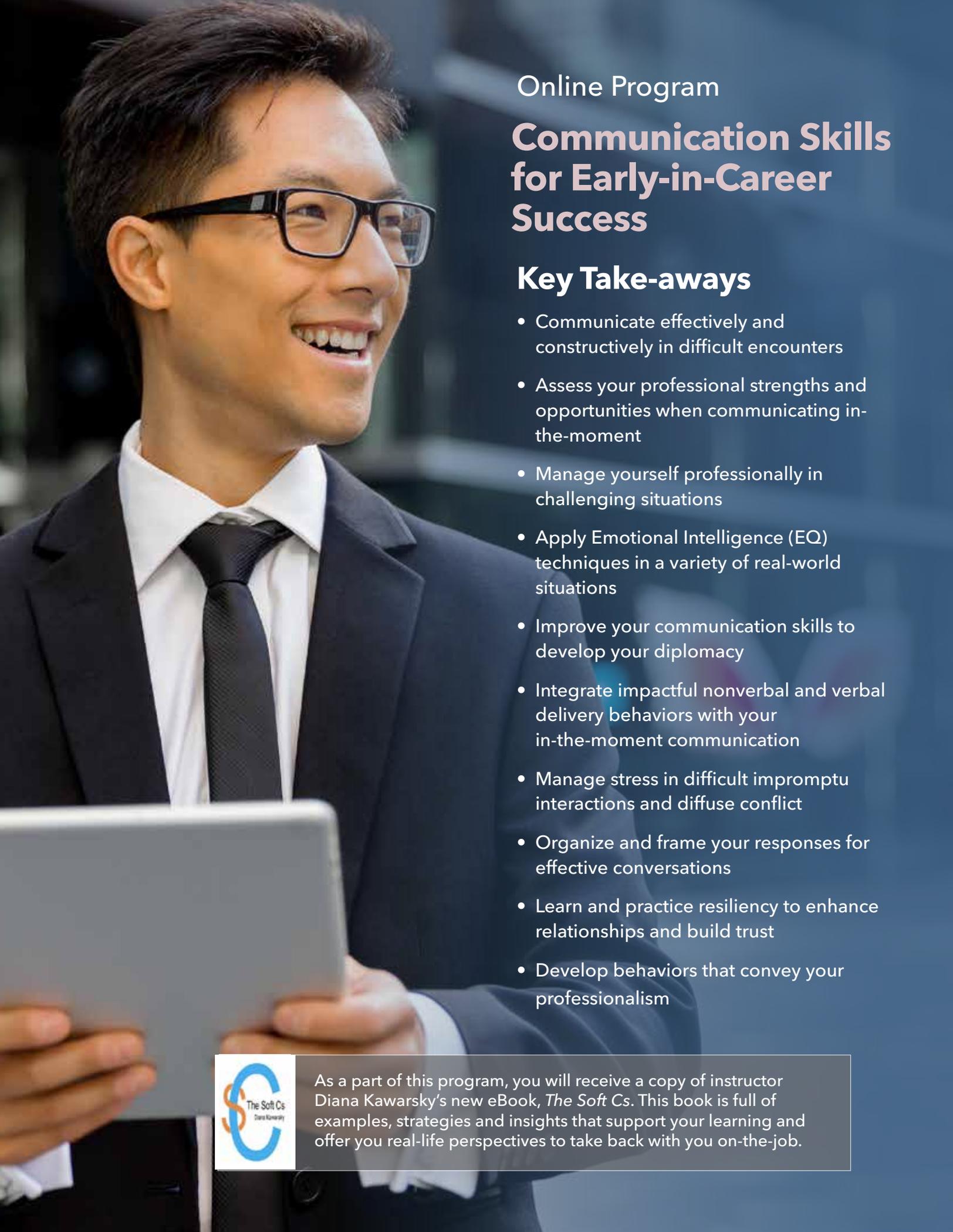
**Schulich**  
School of Business  
Executive Education Centre



Register Today / Complete Details

<https://seec.online/12825>





## Online Program

# Communication Skills for Early-in-Career Success

## Key Take-aways

- Communicate effectively and constructively in difficult encounters
- Assess your professional strengths and opportunities when communicating in-the-moment
- Manage yourself professionally in challenging situations
- Apply Emotional Intelligence (EQ) techniques in a variety of real-world situations
- Improve your communication skills to develop your diplomacy
- Integrate impactful nonverbal and verbal delivery behaviors with your in-the-moment communication
- Manage stress in difficult impromptu interactions and diffuse conflict
- Organize and frame your responses for effective conversations
- Learn and practice resiliency to enhance relationships and build trust
- Develop behaviors that convey your professionalism



As a part of this program, you will receive a copy of instructor Diana Kawarsky's new eBook, *The Soft Cs*. This book is full of examples, strategies and insights that support your learning and offer you real-life perspectives to take back with you on-the-job.

## Unique Course Features Include

- Self-assessment(s) for insight into individual behaviour and how you work with others
- Interactive online activities to engage participants in demonstrating skills
- Real world situations: instructional variety to fit your individual goals and skills
- Audiovisual resources to reinforce learning in an impactful manner
- Worksheets and exercises to enhance participation and learning
- Create your own job aid to recall and apply key learning points back in your workplace
- Create a new/improved LinkedIn Profile connecting your credibility to your potential
- Program is fully accessible with complete AODA and WCAG compliance.

## Who Should Attend

This program was developed for early career professionals who want to supplement their education or add to their overall employability. It is also ideal for high potential working professionals looking to enhance their ability to communicate strong and impactful messages and enhance their professionalism and leadership style, such as:

- Recent graduates who are seeking employment
- New hires looking to differentiate themselves from their peers to succeed
- Entrepreneurs developing themselves and their businesses
- High-potential supervisors & managers
- Office managers & supervisors
- New leaders in any industry



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#### Program Structure

- 5 online modules over 5 weeks
- Access through a convenient centralized learning management portal
- Your learning management portal account will be active for an additional 12 weeks after the course ends

#### Time Commitment

- Recommended: 2-4 hours per week (online eLearning modules are released approximately weekly)

#### Technical Requirements

- A current email account
- Use of a computer and internet access in a modern browser
- Adobe Reader for PDF documents

See complete details and register now at: [seec.online/12825](https://seec.online/12825)

## Communication Skills for Early-in-Career Success

# e+ Program Content

### Communication Must-knows of Professionalism (Week 1)

- Models of communications demystified: how to be clear
- Identify and leverage the steps of the communication process
- Recognize barriers to effective communication
- Communicate non-defensively and minimize defensiveness in others

### Communication Techniques: Buy-in & Influence (Week 2)

- Leverage the verbal, vocal, and visual components of delivery
- Discover the attention curve and structure your conversations
- Learn tactics to identify work styles, packaging information successfully
- Use in-the-moment strategies to organize your thinking

### Communication in Teams for Improved Results (Week 3)

- Recognize and leverage team developmental stages
- Emphasize techniques to persuade others to follow
- Recognize the attributes that impact first and lasting perceptions
- How to build a name for yourself in your organization

### Communication to Manage Conflict Situations (Week 4)

- Practice your new conflict identification and resolution skills on real-world situations
- Identify barriers to effective communication: identify communication breakdowns
- Use a model of desired outcomes and reciprocity to establish common goals and limit conflict
- Inspire and motivate others to want to work with you - every time

### Communication to Build your Emotional Intelligence (EQ) (Week 5)

- Deepen your overall self-awareness and EQ skill sets
- Integrate impactful delivery techniques manage your stress levels
- Learn to deepen your resiliency using EQ techniques
- Deliver your Unique Selling Attributes (USAs) constructively

## Instructor Profile



**Diana Kawarsky, MA, CCP,** specializes in business communications for Schulich's Executive Education Centre, York University. In addition, she is a facilitator, adult educator, coach and management consultant for Fortune 500 companies throughout North America, with experience spanning nearly 20 years.

Diana is a specialist in facilitating learning for professionals to hone their interpersonal and intrapersonal skill sets; topics include, business writing, customer service skills, presentation skills, leadership development, management effectiveness, productivity skills, storytelling and creative thinking and problem solving.

To date, Diana has worked with more than 20,000 business professionals, effectively improving their management communications skills to achieve higher impact results.



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Our new e+ Programs feature the convenience of **online learning** with the added benefits of the **in-class experience**

Our e+ programs deliver the comprehensive core material you need to quickly master the topic at hand, and give you the flexibility to **learn at your own pace from the convenience of home or office, at times that suit you.**

They also allow you to **learn and work collaboratively with your peers and instructors** through guided and free form discussions and interchanges. The continuous instructor interaction and peer networking bring an added dimension to our e+ programs by enriching your experience in the same ways our in-class programs do.

## Registration Details

### Upcoming Sessions

Jul. 10 - Aug. 14, 2020

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### Program Tuition:

\$895 + applicable taxes. This includes access to program materials through a convenient centralized learning management portal for the duration of the course, as well as for an additional four weeks after the program ends.

### Special Team Savings:

Save \$50 each when two or more team members from the same organization register for this program at the same time.

**Please Note:** Fees, dates, speakers and applicable taxes are subject to change. SEEC's liability is limited to reimbursement of paid tuition fees. One free transfer is permitted, provided written notice is received at least 15 days in advance of the seminar start date. Late transfer requests, less than 15 days in advance of the start date, will incur a \$100 fee. Additional transfers are \$200 each. Cancellations received in writing at least 15 days in advance of the seminar start date will receive a full refund. Written cancellations received less than 15 days prior to the seminar will be subject to a \$500 administration fee. Participants must attend all program days and fulfill all program requirements in order to receive a certificate. Complete registration details at [seec.online/FAQ](http://seec.online/FAQ). HST# R119306736.

### Contact Us

For program content and administrative inquiries, please call us at 416.736.5079 (1.800.667.9380 toll free), or email us at [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca), or visit [seec.schulich.yorku.ca](http://seec.schulich.yorku.ca) to live chat with one of our customer support agents.



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