



Communicating Professionally in the Workplace Learning Pathway FY24

You communicate verbally, in writing, and with your body language. When working, you represent Montgomery College to internal and external customers; therefore, you want to be at your best. This learning pathway* offers classes in each of the three dimensions.

Learning Pathway classes required to earn a certificate:

Verbal Communication

- **Pivoting for Active Listening**¹
- **Crucial Conversations for Mastering Dialogue**^{1, 2, 3}
- **Effective Listening Skills**

Kinesthetic Communication

- **Business Etiquette**
- **Everyday Bias**
- **Digital Body Language**

Written and Media Communication

- **The Four C's of Good Writing: Commas, Clarity, Coherence, and Conciseness**
- **MC Style Guide and Social Media Skills**
- **Put It in Writing**
- **Solid Business Writing**

¹ Also in Communication and Conflict LP
² Also in Management LP
³ Also in Change Management LP

The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered yearly; it is at least a two-year plan.

Classes Scheduled for FY24:

| Class name | Class Length and Format | Class Date and Time |
|--|---|---|
| Pivoting for Active Listening | One 3-hour class, online | October 10: 1:30-4:45 p.m. |
| Crucial Conversations for Mastering Dialogue | Five 3-hour classes Online: Fall and Spring In-person: Winter | 1. Fall: October 31, November 1, 7, 8, 14: 8:45 a.m.-noon 2. Winter: January 10-11: 8:45 a.m.-4:30 p.m. 3. Spring: February 19-23: 1:30-4:45 p.m. |
| The Fours C's of Good Writing: Commas, Clarity, Coherence, and Conciseness | Four 3-hour classes, online | February 20, 22, 27, 29: 8:45 a.m.-noon |
| Business Etiquette | e-Course | On-demand |
| Effective Listening Skills | e-Course | On-demand |
| Put It in Writing | e-Course | On-demand |
| Solid Business Writing | e-Course | On-demand |

Classes not listed will be offered in FY25

*A learning pathway is a series of identified classes that provides you with an in-depth exploration of a skill area. When completed, a certificate of learning is awarded to acknowledge your commitment to pursue the study and practice of a specialized area of professional development. Participation is paced to provide time to reflect upon your learning and integrate concepts and skills into your life and work.

Communicating Professionally in the Workplace Learning Pathway Class Overview:

| Classes | Brief Class Description* |
|--|--|
| Pivoting for Active Listening <i>Facilitator: Heather Fogg</i> | Loosen the grip on stories you hold by pivoting toward self-awareness and a focus on the future. Pivoting provides the pathway to open your curiosity and increase understanding in conflict communication. |
| Business Etiquette <i>Digital Course</i> | Focus on the conduct and procedures that are generally acceptable and polite in the workplace and typically unspoken, which build and maintain relations. Invest in building relationships, one of your most valuable assets at work. |
| Crucial Conversations for Dialogue <i>Facilitators: Richard Forrest, Cynthia Mauris, Paul Miller</i> | Develop skills in how to plan and have an effective and successful crucial conversation where the stakes are high, emotions are strong, and opinions are opposing. |
| Digital Body Language <i>Facilitator: John Egan</i> | Digital communication has become an ever more significant feature in our work lives. Apply techniques to your digital communications that build trust, enhance collaboration, and strengthen relationships. |
| Effective Listening Skills <i>Digital Course</i> | Increase your ability to describe the importance of listening by identifying barriers to listening well and implementing the steps of active, effective listening. Enhance productivity and teamwork by increasing the information flow to and with others. |
| Everyday Bias <i>Facilitator: Kimberly Bloch-Rincon</i> | Gain insight into how the brain learns, through socialization, to categorize rapidly at an unconscious level. Recognize and overcome preconceptions. |
| The Fours C's of Good Writing: Commas, Clarity, Coherence, and Conciseness <i>Facilitator: Philip Bonner</i> | Learn and practice effective writing techniques. Emphasis is placed on using clear, concise language to meet the needs of readers. |
| MC Style Guide and Social Media Skills <i>Facilitator: MC Communications Staff</i> | When you create an item—report, brochure, flyer, or social media messaging—it represents mc and should have a consistent style and look. Become familiar with the writing style MC uses and how the logo and other College branding elements should be applied. |
| Put It in Writing <i>Digital Course</i> | Sharing information in a report is an integral part of most workers' responsibilities. Without the right information or the right delivery, a report can hinder communication more than support it. Identify how to prepare content and structure and make your reports clear, credible, professional, and accurate. |
| Solid Business Writing <i>Digital course</i> | As more communication occurs in writing rather than face-to-face, it is critical to implement techniques to effectively write all types of business documents. Plan, organize, and edit your documents for a complete and professional result. |

* Complete class descriptions and outcomes are in MC Learns.



When you complete a learning pathway, register in Workday for the Learning Pathway Certificate of Learning to obtain a form that you submit. When approved, you will receive your Certificate of Learning. Make a commitment to your professional development.

