

Communication in Organizations Badge

This badge validates that the earner can convey information clearly, navigate workplace interactions, and adapt communication styles across diverse audiences and settings. Employers consistently identify communication as one of the most critical skills for workplace and supervisory success. This credential confirms that the earner has demonstrated active listening, professional writing, verbal presentation, and team collaboration skills that directly contribute to organizational effectiveness. By earning this badge, students show they are prepared to strengthen leadership potential, enhance professional presence, and meet industry expectations in hospitality and beyond.

To earn the Communication in Organizations badge, students must achieve a minimum of 10 points across all rubric categories, with performance rated as Competent or higher in each competency area.

Competency	Definition	Activities	Developing (1)	Competent (2)	Accomplished (3)
<p>Communication</p> <p>Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.</p>	<ul style="list-style-type: none"> • Explain the role of communication in supporting workplace effectiveness and team dynamics • Demonstrate active listening strategies in professional interactions • Deliver clear and actionable verbal instructions in team-based environments 	<p>Module 4 written reflection; group discussion; role-play exercises; in-class presentations</p>	<p>Provides vague or incomplete explanations; limited listening skills; unclear or incomplete instructions</p>	<p>Explains clearly how communication supports workplace dynamics; practices active listening; delivers clear, actionable instructions</p>	<p>Offers thorough insights with examples; consistently models empathetic listening; delivers precise, engaging instructions tailored to audience needs</p>
<p>Professionalism</p> <p>Understand and demonstrate effective work habits, and act in the</p>	<p>Apply professional standards in business writing, email</p>	<p>Written assignments; email drafting exercises;</p>	<p>Writing is inconsistent, informal, or not aligned with</p>	<p>Produces professional writing with appropriate tone, format, and clarity; participates</p>	<p>Consistently exceeds professional standards, adapting style to</p>

interest of the larger community and workplace.	correspondence, and meetings	meeting simulations	workplace expectations	respectfully in meetings	diverse contexts with polish and precision
Critical Thinking Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.	Identify and address common barriers to communication in organizational settings	Case study analysis; quiz	Recognizes barriers but offers superficial or impractical solutions	Identifies barriers and provides reasonable solutions in context	Anticipates barriers, applies creative strategies, and adapts solutions to diverse workplace contexts
Teamwork Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.	Evaluate how communication practices influence collaboration and organizational performance	Group project reflection; peer feedback activity	Provides limited or surface-level evaluation of communication in teams	Explains how communication impacts collaboration and performance with examples	Provides in-depth evaluation, connecting communication practices to team outcomes and organizational success
Equity & Inclusion Demonstrate awareness, attitude, knowledge, and skills to equitably engage and include people from different cultures and backgrounds.	Adapt communication style to suit diverse audiences, workplace situations, and cultural contexts	Scenario-based assessment; intercultural case study	Shows little awareness of adapting to diverse audiences	Adapts communication style appropriately in most situations	Skillfully adapts communication across diverse contexts; demonstrates cultural awareness and inclusive practices

The competencies validated by this badge are aligned with the [National Association of Colleges and Employers \(NACE\) Career Readiness Competencies](#). By mapping communication skills to Communication, Professionalism, Critical Thinking, Teamwork, and Equity & Inclusion, this digital badge ensures that students demonstrate workforce-recognized abilities that are transferable across industries and highly valued by employers.