



Communicating Professionally in the Workplace Learning Pathway FY22

You communicate verbally, in writing, and 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

- Active Listening and Making Assumptions¹
- Crucial Conversations^{1, 2, 3}
- Crucial Conversations in Experience
- Effective Listening Skills

Written and Media Communication

- Business Writing
- MC Style Guide and Social Media Skills
- Put It in Writing
- Solid Business Writing

Kinesthetic Communication

- Business Etiquette
- Everyday Bias⁴
- Digital Body Language

¹ Also in Communication and Conflict LP

² Also in Management LP

³ Also in Change Management LP

⁴ Also in Equity and Inclusion 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 every year; it is at minimum a two-year plan.

Classes Scheduled for FY22:

Class name	Class Length	Class Date
Crucial Conversations	Five 2.5-hour classes, online	<ul style="list-style-type: none"> • December 1, 3, 6: 9-11:30 a.m. (December 1, 6 also 2-4:30 p.m.) • June 6, 7, 8, 10: 1-3:30 p.m. (June 10 also 9-11:30 a.m.)
Everyday Bias	One 3-hour class, online	<ul style="list-style-type: none"> • December 2: 8:45 a.m.-noon
Crucial Conversations in Experience	One 2-hour class, online	<ul style="list-style-type: none"> • December 10: 2-4 p.m. • May 13: 2-4 p.m.
Active Listening and Making Assumptions	One 3-hour class, online	February 16, 8:45 a.m.-noon
Digital Body Language	One 3-hour class, online	May 3, 8:45 a.m.-noon
Business Etiquette	Digital Course	On demand
Effective Listening Skills	Digital Course	On demand
Put It in Writing	Digital Course	On demand
Solid Business Writing	Digital Course	On demand
Classes not listed will be offered in FY23		

*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*
Active Listening and Making Assumptions <i>Facilitator: Allison Whaley</i>	Learn how to accept criticism instead of reacting with a flight-or-fight response and learn how to give criticism helping others correct mistakes and improve the quality of their work.
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. Make an investment in building relationships, one of your most valuable assets at work.
Business Writing <i>Facilitator: Gloria Norman</i>	Learn and practice effective writing techniques. Emphasis is placed on using clear, concise language to meet the needs of readers.
Crucial Conversations <i>Facilitator: Richard Forrest, Cynthia Mauris</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.
Crucial Conversations in Experience <i>Facilitator: Richard Forrest, Cynthia Mauris</i>	Review your crucial conversations model and share how you use some of the tools and techniques you learned as well as learn how others are doing the same.
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 builds trust, enhances collaboration, and strengthens 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 unconscious level. Recognize and overcome preconceptions.
MC Style Guide and Social Media Skills <i>Facilitator: MC Communications Staff</i>	When you create an item—report, brochure, flyer, 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. Learn about the various resources available to you.
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.



If you are completing a learning pathway, register to attend the Learning Pathway Certificate Reception on June 29, 2022, in MC Learns. Certificates of completion will be presented to honor your commitment to your professional development.

