

## Business Writing

### Business Writing Basics

- [Know Your Readers and Your Purpose](#)
- [How to Write Clearly and Concisely](#)
- [Editing and Proofreading](#)

### Business Grammar

- [Parts of Speech](#)
- [Working with Words](#)
- [The Mechanics of Writing](#)
- [Punctuation](#)
- [Sentence Construction](#)
- [Common Usage Errors](#)

### Email Essentials for Business

- [Using E-mail and Instant Messaging Effectively](#)
- [Addressing and Redistributing E-mail](#)
- [Managing Your E-mail](#)

## Communication Skills

### Interpersonal Communication

- [Communicating with Confidence](#)
- [Targeting Your Message](#)
- [Listening Essentials](#)
- [Communicating Assertively](#)
- [Being Approachable](#)
- [Effective Interpersonal Communications Simulation](#)
- [Making Yourself Approachable](#)

### Cross-Cultural Communication

- [Culture and its Effect on Communication](#)
- [Communicating Across Cultures](#)
- [Improving Communication in Cross-Cultural Relationships](#)
- [Dispute Resolution in International Contracts](#)

## Listening and Presenting

### Listening Essentials

- [The Basics of Listening](#)
- [Improving Your Listening Skills](#)
- [Effective Listening](#)
- [Listening with Skill](#)

### Basic Presentation Skills

- [Planning a Presentation](#)
- [Creating a Presentation](#)
- [Delivering a Presentation](#)

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If you need other technical assistance, please refer to the [Troubleshooting Guide](#).