## 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 the links in this file don’t work for you, go to my.johnshopkins.edu, log in, and then try again. You should only need to do this once.

If you need other technical assistance, please refer to the Troubleshooting Guide.