Instructor-Led

- Assertive Communication: On and Off the Job
- Communicating with Others: Your Style and Its Impact
- Communicating with Tact and Skill
- Conflict Resolution: Resolving Conflict Without Diminishing Relationships
- Get Connected! Learning to Network in Today’s World
- Giving and Receiving Feedback for JHU Managers
- Giving and Receiving Feedback for JHU Staff
- Impromptu Speaking
- Relationship Awareness Theory: The Key to Better Communication and More Productive Conflict
- Speak Like a Pro
- Speak Like a Pro II (Advanced)
- Speaking for Success: Improving American English Pronunciation
- The Art of Delivering Difficult Messages
- The Communication Challenge: Disarming Difficult People
- Wordplay at Work: Beginning Writing and Grammar on the Job
- Writing Effective Emails: Strategies and Tips for Productive Email Correspondence

E-Courses

- Choosing the Right Interpersonal Communication Method to Make Your Point
- Building Your Professional Network
- Become a Great Listener
- Convo: Communication Tools
- Diplomacy and Tact in Challenging Situations
- How Culture Impacts Communication
- Keeping Business Calls Professional
- Listening with Skill
- Managing Communications in a Virtual Team
- The Art and Science of Communication
- Trust Building through Effective Communication
- Writing for Business
- Written Communication
- Clarity and Conciseness in Business Writing

Videos

- On-the-Level Communication
- Mindsets to Bring to Conflicts
- Responding to People with Power
- Don't Be Frustrated; Be Curious

Books 24x7

- Message Not Received: Why Business Communication Is Broken and How to Fix It
- John Adair’s 100 Greatest Ideas for Brilliant Communication
- Improve Your Communication Skills
- Vocal Leadership: 7 Minutes a Day to Communication Mastery