



SkillSoft e-Learning Recommended Learning List

Communication Skills

Sample SkillSoft Courseware

Business Impact Series (5 to 10 minutes)

These analyze frequently encountered business problems and deliver practical solutions. Each Business Impact focuses on a key scenario, uses innovative video and animation techniques to dramatize its core elements, and recommends a specific course of action.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Business Impact Series.'

Challenge Series (15 to 20 minutes)

These briefly immerse learners in a business situation and get you back to the job with tools to apply the concepts. The interactive case studies focus on analysis, problem solving, and decision making within first-person role-play targeted at a specific business scenario.

In SkillSoft, click on 'Catalog' and look for 'Business Exploration Series,' then 'Challenge Series.'

Course Name

Course Number

1-Hour Modules

Interpersonal Communication: Communicating with Confidence	comm_21_a01_bs_enus
Interpersonal Communication: Targeting Your Message	comm_21_a02_bs_enus
Interpersonal Communication: Listening Essentials	comm_21_a03_bs_enus
Interpersonal Communication: Communicating Assertively	comm_21_a04_bs_enus
Interpersonal Communication: Being Approachable	comm_21_a05_bs_enus
Essentials Skills for Professional Telephone Calls	comm_18_a01_bs_enus

Modules

The Mechanics of Effective Communication	comm0002
Communicating with Power and Confidence	adm0114
The Process of Interpersonal Communication	comm0001
Listening for Comprehension	comm0152
Communication Etiquette	comm0182
Getting Results through Communication	comm0515
Essentials of Electronic Communication	comm0231
Connect and Communicate	comm0502

For SkillSoft login information and a Quick Start Guide go to:

www.umbc.edu/skillsoft

New content is continuously being added. For a current list of courses available, look under 'Course List by Subject.' New releases are at the end of the lists.



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The Mechanics of Effective Communication	comm0002
Communicating with Power and Confidence	adm0114
The Process of Interpersonal Communication	comm0001
Listening for Comprehension	comm0152
Communication Etiquette	comm0182
Getting Results through Communication	comm0515
Essentials of Electronic Communication	comm0231
Connect and Communicate	comm0502
Simulations	
Effective Listening Simulation	comm003a
Assertive Communication Simulation	comm0170
Building Better Work Relationships Simulation	comm0190

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