

## The Oral Communications Additional Resources Guide

Using the Learning Program Self-Assessment for each All Employee Competency, you can determine various recommended courses to assist you in developing your employee proficiencies. To determine these recommended AEC courses, please utilize the various Learning Program Self-Assessments.

In addition to the recommended oral communication courses from the Oral Communications Self-Assessment, the following list provides you with additional courses and books, which may also help on your journey to developing your oral communication skills.



### **Demonstrates Effective Oral Communication Skills**

*Search for course(s) in the Talent Management System TMS by searching for either the course name or TMS ID number)*

#### *Foundational Courses*

#### **Ensuring Successful Presentation Delivery**

Presentation excellence can be achieved when the standard of your delivery matches the quality of your content. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your presentation. You'll also learn techniques for managing stage fright and using your voice and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session and the impact this has on your credibility TMS# 4501214 .5 hour Skillssoft on-line

**Writing and Preparing an Effective Speech**

Not everybody is a natural public speaker. Some people are more eloquent and outgoing than others, but that doesn't automatically mean they can deliver an effective speech. In fact, public speaking requires significant planning and preparation. It's a learnable skill. This course teaches you how to prepare for public speaking, including determining your objective and audience profile, choosing your topic, and defining the theme of your speech. It also describes best practices to follow when planning, researching, and writing your speech. TMS# 4501276 Skillsoft .4 hour on-line

**Making an Impact with Non-verbal Communication**

To our earliest ancestors, non-verbal communication was communication! The primitive parts of our brains are still wired to respond automatically when we're afraid, threatened, disgusted, surprised, or happy. But we've come a long way in our development and understanding of our brain's ability to respond and communicate in valuable, non-verbal ways. In this course, you will find out how our attitude, posture, gestures, facial expressions, and tone have great impact on our communication. TMS # 4501216 Skillsoft on-line

**Ensuring Successful Presentation Delivery**

Presentation excellence can be achieved when the standard of your delivery matches the quality of your content. Having diligently prepared for your presentation, you need to make sure that your delivery is engaging, enthusiastic, composed, and confident. In this course, you'll learn how to set up the right environment for your presentation. You'll also learn techniques for managing stage fright and using your voice and body language to deliver your message clearly and effectively. Finally, you'll learn about how to deal with audience questions in a Q&A session and the impact this has on your credibility. TMS# 4501214 Skillsoft .5 hour on-line

**Navigating Challenging Situations with Diplomacy and Tact**

You'll likely face unpleasant situations or tasks at some point in your career. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers. TMS# 4502111 Skillsoft .5 hour on-line

*Intermediate Courses***Handling Difficult Questions as a Presenter**

Presentations are an open dialogue between the presenter and the audience. What can you do when you're faced with a difficult question? This Impact series product examines strategies for dealing with challenging questions. TMS# 3768926 Skillsoft .1 hour on-line

**Making Yourself Approachable**

The groundwork for mutual understanding is laid when you reach out to others and make yourself approachable. This Business Impact explores the benefits of approachability and how to attain them. TMS# 3812286 Skillsoft on-line

**Using Active Listening in Workplace Situations Active**

Listening skills are used by professionals in a wide range of occupations to enhance their work. In this course, you'll learn listening skills that can help in the workplace, and techniques for becoming an effective active listener. TMS# 4501820 Skillsoft .6 hour on-line

**Becoming More Professional through Business Etiquette**

Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace décor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation. Target Audience: Members of business organizations who want to increase their effectiveness at work while exercising more control over their own day-to-day activities and improving their ability to meet long-term personal career goals. TMS# 4501455 Skillsoft .3 hour on-line

***Advanced Courses*****Building Your Professional Network**

A key factor in advancing your career is using good communication skills to build strong professional relationships and maintain an effective business network of contacts. This course provides you with the essential communication skills required to establish a business network and includes strategies for building rapport with new contacts during networking opportunities. It also covers best practices for maintaining your network so that business contacts can help you achieve your career goals. TMS# 4501273 Skillsoft .4 hour on-line

**Influence Others with Political Savvy**

When dealing with power and influence you will inevitably have to navigate political waters. Most everyone knows that 'politics' are a reality in organizations and even if you dislike them, you cannot eliminate them. Just think about those who have position power – chances are they got there not just through their individual know-how, but because they know who's who, how to appeal to them, and how to build coalitions of power and influence. This course addresses what it takes to use political savvy as an aid to influencing without direct authority. TMS# 4501159 Skillsoft .4 hour on-line

**Influence and Persuasion**

(Challenge Video ID: 1327034) This course is a 15-minute interactive, media-rich case study focused on content analysis, problem solving and decision making. Influencing and persuading others requires careful planning. This challenge explores focused methods of verbal influence and persuasion. TMS# 1327034 Skillsoft .25 hour on-line

**Influencing Key Decision Makers**

This course is a 5-minute real-world, scenario-based video. Even the best business proposals need the support of stakeholders. This Business Impact takes a look at three proven ways to gaining the support of key decision makers. TMS# 1325085 Skillsoft .08 hour on-line

**Do We Have a Failure to Communicate?**

Communicating effectively can be challenging when the message is difficult. Because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them. By showing patience, perseverance, and accountability, you can get communication back on track and reach mutual understanding and agreement. TMS# 4501220 Skillsoft on-line

**Building Upward Relationships**

Winning the confidence of managers more senior to you requires understanding your organization and your boss's expectations and preferences. It also requires forthright communication, authenticity, and respect. This Challenge Series exercise examines possible strategies for building upward relationships. TMS# 1639311 Skillsoft .3 hour on-line

**Making Meetings Work**

This course is a 6-minute real-world, scenario-based video. Too often meetings are not a productive use of time. This Business Impact examines how to run meetings that are useful and efficient. TMS# 1326959 Skillsoft .1 hour on-line

**Managing Meetings for Productivity and Effectiveness**

Business Challenge Series Video Effective meetings require careful planning and management. This challenge focuses on scheduling and preparing productive meetings. TMS# 1372606 Skillsoft .3 hour on-line

**TMS Books on Critical Thinking**

*(Search the Talent Management System (TMS) using the Skillsoft Books link in My Learning, or type in "Skillsoft Books", or "30086" in the TMS "Find Learning" search engine.)*

30 Days to a More Powerful Vocabulary: The 500 Words You Need to Know to Transform Your Vocabulary....and Your Life By Dan Strutzel Publisher Gildan Media AUDIO BOOK

Adversaries into Allies: Win People Over Without Manipulation or Coercion by Bob Burg Publisher Penguin Audio AUDIO BOOK

Ask More: The Power of Questions to Open Doors; Uncover Solutions; and Spark Change By Frank Sesno Publisher Brilliance Audio ISBN 9781531867898 AUDIO BOOK Book ID 120051 copyright 2017 This audio edition shows how questions convey interest; feed curiosity; and reveal answers that can change the course of both your professional and personal life. Read by the author.

Ask Outrageously!: The Secret to Getting What You Really Want By Linda Swindling Publisher Berrett-Koehler Audio ISBN 9781523082759 Book ID 120347 copyright 2017 AUDIO BOOK This audio edition offers proven approaches to improve your asking and boost your chances of success.

Assertiveness Training: How to Get What You Want By Cara Lane Publisher Made for Success ISBN 9781613397404 Book ID 104115 Copyright 2014 AUDIO BOOK This audio edition demonstrates exactly what happens when you confront tough conversations the right way. Read by the authors.

Better Vocabulary in 30 Minutes a Day By Edie Schwager Publisher Gildan Media ISBN Unassigned Book ID 117696 Copyright 2016 AUDIO BOOK This audio edition offers a lively and entertaining method for adding a more impressive list of words to your everyday speech; and for learning how to use them effortlessly and accurately.

Body Language Secrets to Win More Negotiations: How to Read Any Opponent and Get What You Want By Greg Williams Publisher Brilliance Audio ISBN 9781531867997 Book ID 120053 Copyright 2016 AUDIO BOOK Through engaging stories and examples; this audio edition shows you how to employ a wide range of strategies to achieve your negotiating goals.

Breaking Through Gridlock: The Power of Conversation in a Polarized World By Jason Jay Publisher Berrett-Koehler Audio ISBN 9781626568990 Book ID 120348 Copyright 2017 AUDIO BOOK This audio edition helps us become aware of the role we unwittingly play in getting conversations stuck and empowers us to share what really matters so that together we can create positive change in our families; organizations; communities; and society.

Breakthrough Communication: A Powerful 4-Step Process for Overcoming Resistance and Getting Results By Harrison Monarth Publisher McGraw-Hill Audio ISBN 9780071835404 Book ID 66950 Copyright 2014 AUDIO BOOK This audio edition provides easy-to-implement strategies for virtually any business situation; whether it's one-on-one or within a group.

Case Study: Communication in Business Practice by Xia Zhu Publisher Kogan Page Book

Click: The Magic of Instant Connections By Ori Brafman Publisher Random House Audio ISBN 9780307735096 Book ID 50759 Copyright 2010 AUDIO BOOK This audio edition is a fascinating psychological investigation of the

forces behind what makes us click with certain people; or become fully immersed in whatever activity or situation we're involved in.

Communication Skills Training by Maureen Orey Publisher Association for Talent Development Book

Crucial Conversations: Tools for Talking When Stakes Are High; Second Edition By Kerry Paterson Publisher McGraw-Hill Audio ISBN 9780071804745 Book ID 48941 Copyright 2011 AUDIO BOOK This audio edition gets you past the hard parts of dialogue and helps you achieve relationships that are real; productive; and that will enrich your life and career. Read by the author.

Difficult Conversations: How to Discuss What Matters Most By Douglas Stone Publisher Random House Audio ISBN 9780553456127 Book ID 46970 Copyright 1999 AUDIO BOOK This audio edition walks you through a proven; concrete; step-by-step approach for understanding and conducting tough conversations. Read by the authors.

Emote: Using Emotions to Make Your Message Memorable By Vikas Gopal Jhingran Publisher Gildan Media ISBN 9781469059310 Book ID 81669 copyright 2014 AUDIO BOOK This audio edition will help you gain the confidence you need to stand in the spotlight and "wow" clients or executives; create connections; and get your message across to anyone.

Got Your Attention? How to Create Intrigue and Connect with Anyone By Sam Horn Publisher Gildan Media ISBN 9781469093147 Book Title 89319 Copy Right 2015 AUDIO BOOK This audio edition explains how to replace boring; overlong; one-way communications with concise; compelling; mutually rewarding two-way interactions that add value for all involved. Read by the author.

How to Speak so People Really Listen: Guide to Communicating w/ Influence - online Book (Books24x7) NFED 4209923

How to Talk to Anyone: 92 Little Tricks for Big Success in Relationships By Leil Lowndes Publisher Brilliance Audio ISBN 9781511305143 Book ID 100375 Copyright 2015 AUDIO BOOK This audio edition offers easy and effective sure-fire success techniques to help you make a dynamite first impression; master small talk; big talk; and body language; sound like an insider in any crowd; feed someone's ego; work a party like a politician; and much more. Read by the authors.

Improve Your Communication Skills By: Alan Barker Publisher: Kogan Page © 2016 Book

Just Listen: Discover the Secret to Getting Through to Absolutely Anyone By Mark Goulston Publisher Gildan Media ISBN 9781596598652 Book ID 51862 copyright 2012 AUDIO BOOK This audio edition reveals the secret to how to get through to anyone; even when productive communication seems impossible.

Leading Through Language: Choosing Words That Influence and Inspire By Bart Egnal Publisher Gildan Media ISBN 9781469036946 Book ID 125552 Copyright 2015 AUDIO BOOK This audio edition will show just how much you've come to rely on jargon; why it's holding you back; and how to trim it away to more effectively convey information and ideas

Listening: The Forgotten Skill: A Self-Teaching Guide; Second Edition By Madelyn Burley-Allen Publisher Gildan Media ISBN 9781596599383 Book ID 115241 copyright 2006 AUDIO BOOK This audio edition shows you how to acquire active; productive listening skills and put them to work for you--professionally; socially; and personally. Read by the author.

Louder Than Words: Harness the Power of Your Authentic Voice By Todd Henry Publisher Brilliance Audio ISBN 9781501222009 Book ID 94299 Copyright 2015 AUDIO BOOK This audio edition shows you how to master the ability to interpret and use nonverbal signals so you can decode what's really being said at meetings; interviews; negotiations; presentations; business meals; and more.

Magic Words: The Science and Secrets Behind Seven Words That Motivate; Engage; and Influence By Tim David Publisher Gildan Media ISBN 9781469030616 Book ID 81675 Copyright 2014 AUDIO BOOK This audio edition lays out the secrets of exactly what to say (and what to STOP saying) so our words have the magical effect we desire.

Maximum Influence: The 12 Universal Laws of Power Persuasion; Second Edition By Kurt W. Mortensen Publisher Gildan Media ISBN 9781469055633 Book ID 58319 copyright 2013 AUDIO BOOK This audio edition combines scientific research with real-world studies; presenting the most authoritative and effective arsenal of persuasion techniques ever.

Messages: The Communication Skills Book (Book) NFED 3896914 7 hrs

Own the Room: Discover Your Signature Voice to Master Your Leadership Presence By Amy Jen Su Publisher Gildan Media ISBN 9781469025018 Book ID 58329 copyright 2013 AUDIO BOOK This audio edition demystifies the concept of presence and gives you the tools you need to identify and embrace your unique leadership voice—and have a greater impact on the world around you.

Persuasion Equation: The Subtle Science of Getting Your Way By Mark Rodgers Publisher Gildan Media ISBN 9781469061375 Book ID 89321 copyright 2015 AUDIO BOOK This audio edition reveals what really drives decisions and introduces readers to the persuasion equation - a powerful combination of factors proven to speed agreement.

Persuasion IQ: The 10 Skills You Need to Get Exactly What You Want By Kurt W. Mortensen Publisher Brilliance Audio ISBN 9781423364078 Book ID 45633 copyright 2008 AUDIO BOOK This audio edition presents clear examples; illustrative fables; entertaining illustrations; and valuable information to identify 10 critical persuasion skills and reveals the techniques for developing and maximizing each one.

Play the Part: Master Body Signals to Connect and Communicate for Business Success By: Gina Barnett  
Publisher: McGraw-Hill © 2015 Book

Power Listening: Mastering the Most Critical Business Skill of All By Bernard T. Ferrari Publisher Gildan Media ISBN 9781469000466 Book ID 51871 Copyright 2012 AUDIO BOOK This audio edition reveals a step-by-step process that will help anyone become an active listener; and be able to shape and focus any conversation.

Presentation Advantage: How to Inform and Persuade Any Audience By Kory Kogon Publisher Gildan Media ISBN 9781469063225 Book ID 104162 copyright 2016 AUDIO BOOK This audio edition shows how you can deliver dynamic; compelling; and truly effective presentations every time; whether to one person or one hundred

Presentation Skills Course: The Audience is NOT in Their Underwear! By Rory Vaden Publisher Gildan Media ISBN 9781469035826 Book ID 121124 Copyright 2016 AUDIO BOOK This audio edition includes all of the real; honest secrets that the author used to become one of the fastest rising speakers in the world in just a few short years. Read by the author.

Read This Before Our Next Meeting: The Modern Meeting Standard for Successful Organizations By Al Pittampalli Publisher Brilliance Audio ISBN 9781455821143 Book ID 71005 copyright 2011 AUDIO BOOK This audio edition not only explains what's wrong with "the meeting;" and meeting culture; but suggests how to make meetings more effective; efficient; and worthy of attending. Read by the author.

Reclaiming Conversation: The Power of Talk in a Digital Age By Sherry Turkle Publisher Penguin Audio ISBN 9780147526205 Book ID 117327 Copyright 2016 AUDIO BOOK This audio edition investigates how a flight from conversation undermines our relationships; creativity; and productivity—and why reclaiming face-to-face conversation can help us regain lost ground.

Secret Sauce: How to Pack Your Messages with Persuasive Punch By Harry Mills Publisher Brilliance Audio ISBN 9781536627510 Book ID 120043 Copyright 2017 AUDIO BOOK This audio edition tells you how to transform unconvincing messages into compelling copy.

Silent Persuasion: Powerful Influence Techniques of Body Language and Non-Verbal Communication By Larry Iverson Publisher Made for Success ISBN 9781613396988 Book ID 106697 Copyright 2014 AUDIO BOOK This audio edition will show you how to actually persuade others to take your position. How? Learn to evaluate your "look" for the impression it creates on others. Read by the authors.

Simply Said: Communicating Better at Work and Beyond By: Jay Sullivan Publisher: John Wiley & Sons © 2017 Book

Small Message; Big Impact: The Elevator Speech Effect By Terri L. Sjodin Publisher Gildan Media ISBN 9781469000695 Book ID 49931 Copyright 2012 AUDIO BOOK This audio edition provides an entertaining; straightforward; and practical how-to guide on effectively communicating an important message in a short period of time. Read by the author.

Speak Like a CEO: Secrets for Commanding Attention and Getting Results By Suzanne Bates Publisher McGraw-Hill Audio ISBN 9781933309095 Book ID 35993 Copyright 2006 AUDIO BOOK In this audio edition; an award-winning news anchor presents methods for better communication in any business environment.

Speak on Your Feet By Brian Tracy Publisher Made for Success ISBN 9781613396728 Book ID 76848 Copyright 2014 AUDIO BOOK This audio edition will teach you how to speak with poise and persuasion in every situation; no matter how large; or small; the audience. Read by the author.



Speak To Win: How to Present with Power in Any Situation By Brian Tracy Publisher Gildan Media ISBN 9781596592155 Book ID 45473 Copyright 2005 AUDIO BOOK This audio edition reveals time-tested tricks of the trade that you can use to present powerfully and speak persuasively; whether in an informal meeting or in front of a large audience. Read by the author.

Speaker; Leader; Champion: Succeed at Work Through the Power of Public Speaking By Jeremy Donovan Publisher McGraw-Hill Audio ISBN 9780071841092 BOOK ID 66951 Copyright 2014 AUDIO BOOK This audio edition breaks down the winning speeches from Toastmasters' prestigious annual competition; providing you with tips and techniques guaranteed to improve your speaking; presentation; and communication skills.

Talk is (Not!) Cheap: The Art of Conversation Leadership By Jim McCann Publisher Brilliance Audio ISBN 9781480555433 Book ID 71006 Copyright 2014 AUDIO BOOK Using a blend of how-to and insightful personal stories; this audio edition argues that the gift of gab may just be the most critical (and undervalued) skill set in today's workplace.

Talk Your Way to the Top By Kevin Daley Publisher McGraw-Hill Audio ISBN 9781932378337 Book ID 36015 Copyright 2004 AUDIO BOOK This audio edition discusses specific situations in each chapter; from running a meeting to disagreeing with the boss; and outlines the steps needed to handle it with poise; skill; and success.

Tell To Win: Connect; Persuade; and Triumph with the Hidden Power of Story By Peter Guber Publisher Random House Audio ISBN 9780307934338 Book ID 74420 Copyright 2011 AUDIO BOOK This audio edition shows how to move beyond soulless Power Point slides; facts; and figures to create purposeful stories that can serve as powerful calls to action.

The Art of Talking to Anyone: Essential People Skills for Success in Any Situation By Rosalie Maggio Publisher McGraw-Hill Audio ISBN 9781932378955 Book ID 36004 Copyright 2005 AUDIO BOOK This audio edition provides all the tools you need to speak up with confidence; to charm and persuade; and to talk your way through any situation—successfully.

The No-Fail Meeting: How to Run a Truly Effective Meeting and Speak Without Fear By Omar Periu Publisher Made for Success ISBN 9781441705754 Book ID 119999 Copyright 2016 AUDIO BOOK This audio edition will help you become aware of the best way to organize and run meetings and do the preparation necessary to make them happen. Read by the author.

The Nonverbal Communicator: Command Authority without Saying a Word By Tony Alessandra Publisher Made for Success ISBN 9781470804008 Book ID 88746 Copyright 2011 AUDIO BOOK This audio edition explains how you can structure your communications more effectively by understanding the laws of approachability and the psychology of great communications.

The Presentation Secrets of Steve Jobs: How to Be Insanely Great in Front of Any Audience By Carmine Gallo Publisher Brilliance Audio ISBN 9781480568020 Book ID 64426 copyright 2012 AUDIO BOOK This audio edition demonstrates exactly how to use Steve Jobs' crowd-pleasing techniques in your own presentations; and shows

how easy it is to sell your ideas; share your enthusiasm; and wow your audience the Steve Jobs way. Read by the author.

Vocal Leadership: 7 Minutes a Day to Communication Mastery By Arthur Samuel Joseph Publisher McGraw-Hill Audio ISBN 9780071838429 Book ID 66941 Copyright 2014 AUDIO BOOK This audio edition provides proven techniques and daily exercises to help you develop a commanding voice and presence; and improve vocal quality; mental acuity; body language; and self-esteem to dramatically increase your influence. Read by the author.

Well Said! Presentations and Conversations That Get Results By Darlene Price Publisher Gildan Media ISBN 9781469056555 Book ID 121022 Copyright 2012 AUDIO BOOK This audio edition shows readers how to put themselves in their audience's shoes and tailor their message to the needs of decision makers. Read by the author.

What's Your Presentation Persona? Discover Your Unique Communication Style and Succeed in Any Arena  
By: Scott Schwertly, Sunday Mancini Publisher: McGraw-Hill © 2017 Book

You Said What?! The Biggest Communication Mistakes Professionals Make By Kim Zoller Publisher Gildan Media  
AUDIO BOOK