



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

<http://lms.southcentralpartnership.org/scphp>

Managerial Communications

Instructor: Timothy Keogh, PhD

On completion of this course, the user will be able to demonstrate written and oral communication skills that are needed as a leader in a health department by: identifying communication skills, listing effective presentation skills, and distinguishing different writing techniques.

Learning Objectives

Module 1: Effective Interpersonal Communication

- Distinguish the fundamental elements of a message
- Explain the message model
- Identify tangible and intangible barriers
- Distinguish the levels of listening
- Describe the guides to good listening
- Explain the key points of basic interpersonal communication

Module 2: Presentation Skills

- Identify the objectives of a good presentation
- Distinguish physical, mechanical, and paralinguistic aspects of a presentation
- Identify ways to open a presentation
- Explain three things audiences respond to most
- Create a checklist of presentation skills
- Identify correct ways of presenting visual aids
- Identify ways to close presentations
- List ways to answer questions during and after a presentation

Module 3: Good Writing Techniques

- Differentiate among the stages of writing
- Identify the proper use of transitions when writing
- Demonstrate appropriate use of descriptive adjectives
- Demonstrate correct document formatting

Competencies

- Communicates effectively both in writing and orally, or in other ways
- Uses the media, advanced technologies, and community networks to communicate information
- Effectively presents accurate demographic, statistical, programmatic, and scientific information for professional and lay audiences

* *Council on Linkages between Academia and Public Health Practice*

To register for this course visit us at
<http://lms.southcentralpartnership.org/scphp>