Course Learning Outcomes for Unit II

Upon completion of this unit, students should be able to:

6. Develop verbal and nonverbal professional messages for all staffing levels in an organization.
   6.1 Explain how verbal and nonverbal communication impact professional relationships.
   6.2 Describe effective listening skills between management and other levels of the organization.
   6.3 Demonstrate how using effective communication skills can enhance your professional image.

7. Develop communication techniques that enhance employment opportunities.
   7.1 Compare the effectiveness of using nonverbal communication skills versus verbal communication skills.
   7.2 Identify how various communication techniques can help advance a career.

Reading Assignment

In order to access the following resource(s), click the link(s) below:

The following article discusses the importance of tone in business writing.


This article provides insight into how your verbal communication can put you at a disadvantage.


This article provides seven useful tips for fine-tuning business writing.


Unit Lesson

Please be sure to maximize your Internet browser so that you can view each individual lesson on a full screen, ensuring that all content is made visible.

Click here to access the Verbal and Nonverbal Communication video.
Click here to access the Verbal and Nonverbal Communication video transcript.

Click here to access Unit II Lesson 1.

Click here to access the Lesson 1 transcript.

Click here to access Unit II Lesson 2.

Click here to access the Lesson 2 transcript.

Click here to access Unit II Lesson 3.

Click here to access the Lesson 3 transcript.

Click here to access the Giving Presentations video.

Click here to access the Giving Presentations video transcript.

Click here to access Unit II Lesson 4.
Click [here](#) to access the Lesson 4 transcript.

**Suggested Reading**

This article shows how communicating nonverbally does not happen without considering others.


This article provides readers with a common business letter format along with tips for writing an effective letter.


**Learning Activities (Non-Graded)**

Complete the “Check for Understanding” questions in Lesson 2. Complete the self-surveys in Lessons 3 and 4.

Non-graded Learning Activities are provided to aid students in their course of study. You do not have to submit them. If you have questions, contact your instructor for further guidance and information.