

Management and Strategy Institute, LLC.

Advanced Communications Skills Certified (ACSC)

Course of Study

Introduction

This course is designed to help individuals communicate assertively and positively to get maximum results. To communicate effectively with other people, not only do we need to be self-aware, but also know the impact of our style on others. We need to use a range of skills in different situations based on different personalities. This study material helps delegates to understand their strength and develop their own communication style while preparing them for the Advanced Communications Skills certification from MSI.

Humans are social entities and as a result a lot of time is spent every day communicating with others. It is essential to know how to communicate effectively to get results. Any performance improvement here will directly lead to benefits for your team, your job and your personal life. It is well known that an essential quality of a good team is their efficient communication style. Communication is a skill and as a result it can be learned and mastered by persistent practice.

The ACSC exam is a timed, online exam. It consists of approximately 25 questions and has a required passing score of 70%.

Competencies

This course of study covers the following competencies:

Communication Styles

- Regardless of what you do, whether you are employed by a company, run your own business or even work from home, effective communication skills will help to guarantee your success.
 - Learning Outcome: Understanding of different communication styles, APA Communication, Orientation Communication.

Assertiveness

- Assertiveness is the ability to express your ideas, thoughts, feelings and beliefs confidently and precisely.
 - Learning Outcome: How to be assertive

Questioning Techniques

- Asking questions is a fundamental part of effective communication and exchange of information.
 - Learning Outcome: Understand open/closed questions and funnel questions.

Know Yourself, Know Others

- Self-awareness is critical if you want to master advanced communication skills.
 - Learning Outcome: Understand Information Processing Tools, Blind Spots, Hidden Information and Unknowns.

Misunderstanding

- Every communication involves at least two parties; one party is trying to deliver a message and the other is receiving. Misunderstandings are easy.
 - Learning Outcome: Disapproval & signs of concern, cultural differences, active listening, stereotyping. Also covers communication barriers including physical, system, attitude, emotional & gender.

Empathy

- Effective listening is a vital component of successful communication. How well you listen to others will affect your communication and the message you are trying to deliver.
 - Learning Outcome: Understand the HEAR model, effect of empathy, effect of empathy in communication, Do's & Don'ts.

How to Give Feedback

- Understanding how to give feedback.
 - Learning Outcome: Understand different feedback techniques, positive & constructive. 4-step feedback process.

Body Language

- Body language forms a large part of our impression of other people while speaking counts for less.
 - Learning Outcome: Understanding body language and developing the skills to interpret them. Also includes vocal confidence and successful communication.

Learning Resources

Recommended:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming certified.

- Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler (September 9, 2011), *Crucial Conversations Tools for Talking When Stakes Are High*, Second Edition. ISBN-13: 978-0071771320
- Ian Tuhovsky, Wendell Wadsworth (July 11, 2015), *Communication Skills: A Practical Guide to Improving Your Social Intelligence, Presentation, Persuasion and Public Speaking*. ISBN-13: 978-1515031918

Preparing for Success

In order to successfully complete the ACSC exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 2-hours of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.