

Readiness Checklist: Communication

Before you begin the assessment associated with this course, use the checklist below to ensure that you fully understand the course concepts and can complete the tasks associated with each one.



Describe the elements involved in effective communication. Understand and identify best practices for effective communication.



Define the vocabulary terms related to communication.



Understand and outline the elements of open communication.



List the steps used for creating a communication plan. Identify the order of the steps and discuss the activities that occur in each step.



Define push and pull communication, and explain the difference between the two.



Understand and identify the different kinds of dysfunctional communication.



Be familiar with cross-cultural competency and communication best practices.

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Describe how body language and other nonverbal communication influence communication as a whole.



Define active listening and detail the practices involved in its application.



Explain how concepts such as hierarchy, audience, and formality influence communication.