



OPN-Door Communication Certification Program (c)

Communicating with peers, co-workers, customers and supervisors can be challenging to clients who have been unemployed and underemployed for an extended period. Employers are hesitant to hire persons who have a spotty work history. Employers wonder why this employee has not been unable to sustain employment and should I take a chance and hire this person. The 21st Century Communication program is designed to provide participants with real life soft skills that needed to maintain and excel with the 21st century employer. Most importantly the certificate and letter of completion list the modules that the potential employee has completed; which would provide the employer with assurance that he has taken steps to mitigate any past poor behaviors.

The purpose of this series is to provide participants with the tools so that they can communicate in a clear, concise, concrete, coherent, complete and courteous manner.

The course will consist of 4 modules.

1. Courtesy Module will consist of discussion of the definition of courtesy and supplemented by real life scenarios. The participants will observe scenarios that will illustrate correct and in correct greetings, eye contact, hand shake and good byes
Communication Module will consist of discussion on how to communicate with purpose and effectiveness. The participants will observe scenarios that illustrate effective communication verbally and non-verbally. The participants will observe how the failure to communicate can cause problems personally and professionally.
2. Ask Module will consist of discussion about asking. Asking the question, asking for information, asking for permission, asking for opportunity, asking for the interview and asking for the job. The participants will observe scenarios that will illustrate correct and in correct way to utilize the power of the question.

Responsibility and Accountability Module will consist of a definition of responsibility and accountability. The participants will observe scenarios that speak to the importance of timeliness and the negative impact of absenteeism. The participants will participate in group activities in which they will create a scenario that involves contacting an employer to ask for time off or to report an illness.

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3. Virtual Etiquette Module will consist of the appropriate use of social media and cell phones. The participants will participate in scenarios that will illustrate the impact of inappropriate use of social media and cell phones.
4. Conflict Module will consist of what is conflict and how to resolve conflict appropriately. The participants will observe scenarios that illustrate the conflict at home, in the work place, with peers, in group, conducting business, in a restaurant and with probation.

Impulse Control Module will consist of the definition of impulse and methods as to how to manage it. The participants will observe scenarios that will illustrate how the inability to control impulse will negatively enflame a conflict.

5. Graduation Project-The participants will be asked to express how what they have learned will impact them as they search for work, interact with their peers, families and coworkers.

A graduation ceremony will be held, and participants will receive a certificate that will list the modules that they successfully completed.

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