

Graduate Certificate in Professional Workplace Communication

The 4-course, 12 credit hour Professional Workplace Communication Certificate takes you beyond the numbers to understand what *really* makes organizations tick – the everyday communication practices we too often take for granted. Beyond emails, meetings and those informal hallway discussions, workplace communication is the hidden element within every organization that brings people and ideas together. It's the dimension of any workplace that explores the **human side of organizations** – and helps facilitate your career success. You will learn how to craft messages, share information and build relationships in ways that create greater understanding--both internally and externally. Skills taught apply to communicating with internal peers, teams, managers, and leaders – as well as external stakeholders such as customers, vendors, partners, regulators, and media.

These workplace communication competencies are at the core of effective decision-making, team-building, problem-solving, and crisis-resolution practices. The certificate program teaches how and when to ask the bigger-picture questions that improve communication within your organization – and help advance your career.

All courses for KU's Professional Workplace Communication Certificate are offered online in synchronous or asynchronous formats. Visit the program web page (<https://edwards campus.ku.edu/communication/>) to learn more.

Application Process

Current KU graduate students and prospective KU graduate students may apply for the graduate certificate.

An applicant seeking to pursue graduate study may be admitted as either a degree-seeking or non-degree seeking student. Policies and procedures of Graduate Studies govern the process of Graduate admission. These may be found in the Graduate Studies (<https://catalog.ku.edu/graduate-studies/>) section of the online catalog. For more information on admission to a graduate certificate program at KU, see the policy on Admission to Graduate Study (<http://policy.ku.edu/graduate-studies/admission-to-graduate-study/>). Non-native speakers of English must meet English proficiency requirements as described here (<http://graduate.ku.edu/english-proficiency-requirements/>). Applications may be submitted at <http://graduate.ku.edu/ku-graduate-application> (<http://graduate.ku.edu/ku-graduate-application/>).

The following materials must be included to submit a complete application for admission:

- Official transcript from the institution where the bachelor's degree (or equivalent) was earned
- Resume
- Statement of Purpose
- Letter of Recommendation

For additional questions regarding the program requirements or application process, please visit our website (<https://sps.ku.edu/programs/prof-studies/>) or call 785-864-0163.

Code	Title	Hours
Required Courses		
PFS 730 or PFS 801	Writing and Speaking for Decision Makers Interpersonal and Persuasive Communication Skills for Managers	3
PFS 810	Organizational Communication Strategies	3
Elective Courses - Choose 2 of the following electives or other departmentally-approved courses.		6
PFS 741	Intercultural Communication in Organizations	
PFS 821	Employee Onboarding and Role Development	
PFS 823	Organizational Change and Communication	
PFS 825	Communication Practices for Inclusive Organizations	
PFS 827	Communication Ethics for Managers and Leaders	
PFS 829	Communicating Across Workplace Generations	
PFS 831	Case Studies in Organizational Communication	
PFS 833	Communication and Team Development	
PFS 835	Interpersonal Communication Skills at Work	
PFS 837	Communication Strategies for Remote and Hybrid Teams	
PFS 839	Conflict Dynamics in Organizations	
PFS 875	Special Topics in Organizational Communication	
Total Hours		12

At the completion of this program, students will be able to:

- Employ workplace communication theories, perspectives, principles, and concepts.
- Apply ethical workplace communication principles and practices.
- Create messages appropriate to the audience, purpose, and context.
- Evaluate and implement workplace communication scholarship.