

Graduate Certificate in Professional Workplace Communication

Professional Workplace Communication Certificate

The 4-course, 12 credit hour Professional Workplace Communication Certificate (<https://edwardscampus.ku.edu/certificates-masters-communication-studies/>) 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'll 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 through the KU Edwards Campus in Overland Park, Kansas. Visit the program web page (<https://edwardscampus.ku.edu/communication/>) to learn more.

Application process

Current KU graduate students and other non-KU students may apply for the graduate certificate. Please check the departmental website for the most updated certificate application requirements (<https://edwardscampus.ku.edu/admissions-masters-communication-studies/>).

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/>).

For additional questions regarding the program requirements or application process, please visit our website (<https://edwardscampus.ku.edu/communication/>) or contact your academic success coach (<https://edwardscampus.ku.edu/program-advisors/>).

Certificate Requirements

The Professional Workplace Communication graduate certificate requires completion of 12 credit hours, including 2 required courses and 2 elective options.

Code	Title	Hours
PFS 730	Writing and Speaking for Decision Makers ^{If both} PFS 730 and PFS 801 are completed, one will count towards electives.	3
or PFS 801	Interpersonal and Persuasive Communication Skills for Managers	
PFS 810	Organizational Communication Strategies	3

Students will then choose 2 of the following electives or other departmentally approved courses to complete their certificate.

Code	Title	Hours
PFS 741	Intercultural Communication in Organizations	3
PFS 821	Employee Onboarding and Role Development	3
PFS 823	Organizational Change and Communication	3
PFS 825	Communication Practices for Inclusive Organizations	3
PFS 827	Communication Ethics for Managers and Leaders	3
PFS 829	Communicating Across Workplace Generations	3
PFS 831	Case Studies in Organizational Communication	3
PFS 833	Communication and Team Development	3
PFS 835	Interpersonal Communication Skills at Work	3
PFS 837	Communication Strategies for Remote and Hybrid Teams	3
PFS 839	Conflict Dynamics in Organizations	3
PFS 875	Special Topics in Organizational Communication	3