Communication and Organizational Awareness will help students develop skills associated with change management, conflict resolution, decision-making, negotiation, and team building. The course will allow students to practice effective ways to engage with other professionals within an organization by understanding group dynamics and conflict resolution. This course will teach students to analyze organizational communication concepts as they relate to personal experiences. This course also applies contemporary organizational theories as they relate to group communication, intercultural communication, conflict management, and change management. There are no prerequisites for this course.

Competencies

- **Shared Decision-Making Applications**
  The graduate applies shared decision-making principles and professional leadership principles to performance management strategies, community relations, and professional development to be an effective leader.

- **Interprofessional Team Management Strategies**
  The graduate applies strategies for managing work, collaboration, intercultural communication, and problem-solving in interprofessional teams to maximize productivity.

- **Group Dynamics and Organizational Policy**
  The graduate identifies how cultural awareness, organizational hierarchy, policies and procedures, and personnel resources contribute to achieving an organization's mission and vision.

Learning

**Getting Started**
Welcome to Communication and Organizational Awareness! This course explores how to develop skills associated with change management, conflict resolution, decision-making, negotiation, and team building. When you are ready to begin the course, select the “Go to Course Material” button to access the course content and learning resources. Each course topic will be included via the course’s learning platform. A pacing guide is provided as a suggestion for weekly goals and time management. Your course instructor will inform you how best to schedule time for reading and coursework, help you prepare for the pre-assessment, and provide feedback on your progress. Frequent communication with your program mentor will help you succeed. Competency will be demonstrated by the successful completion of an objective assessment.
# Course Instructor

## Student Services
- (877) 435-7948
- studentservices@wgu.edu

## IT Service Desk
- (877) 435-7948
- servicedesk@wgu.edu

## Course Instructor Responsibility
- How to Work with Course Instructors