



## PROMOTIONAL MATERIALS

**Program Title:**

Communicating for Influence and Impact

**Program Description:**

As a leader you will be expected to communicate effectively across a range of stakeholders. You will need to discuss different ideas with clarity and communicate well to a variety of audiences. This course will cover the necessary steps to improving the effectiveness of your communication. In this course we'll cover:

- Communicating as a leader
- 5 keys to improving communication skills
- Improving your listening skills
- Communication upward
- Communication with your team
- Importance of body language

**Learning Objectives:**

Upon successful completion of this course, you will be able to:

- Identify the 7 C's of communication and how to use them for effective communication.
- Apply the four methods of encouraging communication from your team.
- Distinguish the communication style of your boss so you can work together effectively.
- Recognize the role body language plays in communication.

**Delivery Method:** QAS Self Study

**Recommended CPE Credit:** 1.5 credits

**Field of Study:** Personal Development

**Prerequisites:** None

**Program Level:** Basic

**Advanced Preparation:** No advanced preparation is needed

**Course Registration:**

Students must register via Bosstrack website for access to the course. A certificate of completion will be awarded after successful completion of the course.

**Expiration Date:**

Students will have one-year access from the date of purchase to complete their training and assessment.”

**Grading Policy:**

To earn successful completion of this course, students must pass the final assessment with a minimum 70% passing score. The assessment results will be displayed after the last assessment question is answered and the assessment is submitted. Based on the results, the student will have the option to retake the assessment if the passing score is not achieved. The student will have a total of three (3) attempts to complete the assessment. If the student does not receive a minimum 70% after three attempts, the student will need to retake the course from the beginning.

**Refund / Cancellation Policy:**

We want You to be satisfied with your purchase, but we also want You to give your best effort to apply all of the strategies in the Course.

The Company provides a 14-day money-back guarantee (“refund period”), for the Course. That money-back guarantee is governed by the following terms.

In the event that You decide your purchase was not the right decision, within the refund period and a completion certificate has not been issued, contact our support team at [hello@thebosstrack.com](mailto:hello@thebosstrack.com) and let us know you’d like a refund by the end of the refund period at 11:59 EST.

**Complaint Resolution Policy:**

*“For more information regarding refund, concerns and program cancellation policies, please refer to our [Terms & Conditions & Refund Policy](#) or contact us at [hello@thebosstrack.com](mailto:hello@thebosstrack.com).”*

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