MONTHLY FOCUS: Public Speaking

Strong communication, particularly in public speaking, is critical in the workplace. Effective public speaking requires significant planning and preparation. However, the phrase “natural born speaker” is misleading. Public speaking is certainly a learnable skill. A good public speaker knows he or she is presenting from the minute the speaker stands up to deliver the speech. But there is also more to public speaking than just talking. A great public speakers knows how to listen and receive feedback from their audience. Often, the feedback comes in the form of non-verbal communication. There are many tips and strategies to improve one’s public speaking skills, and Skillsoft has many resources to help!

Click on the titles below to learn how to improve your public speaking:

- **Course:** [Public Speaking Strategies: Confident Public Speaking](#) (1 hour)
- **Course:** [Public Speaking Strategies: Preparing Effective Speeches](#) (1 hour)
- **Video:** [What’s Behind Good Public Speaking?](#) (4 minutes)
- **Video:** [Public Speaking: Establish Your Objectives](#) (2 minutes)
- **Video:** [Public Speaking: Dynamic Openings](#) (7 minutes)
- **Book:** [From Fear to Success: A Practical Public-Speaking Guide](#), Dowd III

How to Access Skillsoft:
1. myslu.slu.edu
2. “Tools” tab
3. Skillsoft

What is Skillsoft?
Skillsoft is SLU’s online learning platform. Skillsoft provides users with access to:
- 6,000+ courses
- 30,000+ books
- 3,000+ videos

The Learning Curve
Online Learning Resources

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TECHNOLOGY: Microsoft Word

Many people use Microsoft Word in their everyday life, either professionally or personally. Still, even the most advanced user can learn something new about the program!

Did you know clipboard panel offers a convenient way to keep more than one element on your clipboard at once by expanding the Clipboard Task Pane?

Did you know you can Insert > Screenshot to copy content from another program as an image into your document?

For more information on Microsoft Word, check out these resources:

- **Course**: Introducing Microsoft Office Online for Personal Use (1 hour)
- **Book**: Microsoft Office 2013 Core Essentials: Word 2013, McKay
- **Book**: Microsoft Office Word 2013: Part 1, Markert, Sandler
- **Book**: Microsoft Office Word 2013: Part 2, Markert, Sandler
- **Video**: Microsoft Word 2013: Manage Multiple Documents (4 minutes)
- **Video**: Microsoft Word 2013: Embedding and Linking Charts and Data (2 minutes)

CURA: Recognizing Conflict in the Workplace

Conflict occurs in every aspect of life, so it is no surprise that conflict will inevitably arise in the workplace. When it does arise in the workplace, it is important to address it as quickly as possible. If a conflict that requires a quick action is avoided, the situation could easily escalate. Addressing conflict in a professional manner can benefit all parties involved, but it is important to understand the strategies needed to recognize, professionally communicate, and address conflict.

Learn more about conflict in the workplace. Consult these Skillsoft resources:

- **Course**: Workplace Conflict: Recognizing and Responding to Conflict (1 hour)
- **Course**: Workplace Conflict: Strategies for Resolving Conflict (1 hour)
- **Book**: Resolving Conflict at Work: Ten Strategies for Everyone on the Job, Third Edition, Cloke and Goldsmith
- **Business Impact**: Personal Conflict Styles (6 minutes)
- **Challenge**: Managing Conflict (15 minutes)