MONTHLY FOCUS: COMMUNICATION SKILLS

The ability to effectively communicate with people is essential. The capacity to successfully communicate in today's global economy is a pivotal element to the success of any organization. Managers need to be aware of emerging technologies and how these affect international communication. To meet an improvement project's specified goals and objectives, a manager must also effectively plan, estimate, and monitor the progress of the project and know what tools to apply.

Click on the titles below to explore resources on effective communication:

- **Course:** Communication Skills and Project Management (2 hr.)
- **Course:** Communication Skills (3.5 hr.)
- **Book:** Interpersonal Communication Skills in the Workplace, Second Edition, McIntosh, Luecke, Davis
- **Book:** Messages: The Communication Skills Book, McKay, Davis, Fanning
- **Video:** A Good Interpersonal-Skills Toolbox (3 min.)
TECHNOLOGY: GOOGLE DOCS

Google Cloud is a suite of cloud enabled applications that are productivity applications. Google Docs is an online word processor that lets you create and format text documents and collaborate with other people in real time. Google Docs offers users many of the same functions as the traditional Microsoft Word program does, such as editing margins, fonts, and colors, and also allows users to collaborate in real time with others with live editing, the ability to insert notes, and email Google Docs as attachments. Additionally, users can choose to download Google Drive to their computers, where their documents, spreadsheets, and presentations can be available offline.

To better understand Google Docs, check out these Skillsoft resources:

- Book: Google Docs in Pictures, In Pictures, Inc.
- Video: Google Docs: What Is It? (5 min.)
- Video: Google Docs: The Document Editor (4 min.)
- Video: Google Docs: How to Get Started with Google Docs (5 min.)

PERSONAL WELL-BEING: MANAGING STRESS

In “Occupational Stress,” Stephen Palmer wrote “Stress is the psychological, physiological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health.

To learn more about managing stress, consult these resources:

- Course: Optimizing your Work/Life Balance (1 hr.)
- Course: Conflict, Stress, and Time Management (3.5 hr.)
- Book: Relaxation and Stress Reduction Workbook, Davis, Eshelman, McKay
- Book: Creating Healthy Workplaces: Stress Reduction, Improved Well-being, and Organizational Effectiveness, Biron, Burke, Cooper
- Video: Managing Positive and Negative Stress (3 min.)