



IMA Communicating in the 21st Century

Strong communication skills of all kinds are critical to be a strong leader. The higher up in an organization a person rises, the greater the need for excellent communication skills to ensure there is little scope for any misunderstanding, to motivate others, and to conduct the everyday business of the organization. This course looks at some basics of communicating and how technology has changed how we communicate, as well as how to overcome obstacles to effective communication and identify how communication enhances leadership. In this digital age, communication has changed greatly, and it is time to update your communication skills to stay competitive. The goal of this course is to consider how communication has rapidly changed in recent decades. We will then strategize on how we can capitalize on these changes and communicate more effectively in the 21st Century.

Learning Objectives:

Upon completion of this course, you should be able to:

1. Define and categorize types of communication.
2. Assess communication obstacles and identify solutions.
3. Outline how communication in the workplace has changed due to technology.
4. Explain how good communication enhances leadership abilities.

Delivery Method: QAS Self-Study

CPE Credit: 1 NASBA CPE credit

Field of Study: Personal Development

Knowledge Level: Basic

Prerequisites: Work experience in a professional staff environment or educational studies in accounting, business, or a related field.

Advance Preparation: None

Release Date: 5/1/2021

NASBA CPE information and Complaint Resolution and Refund Policy:

<https://www.imanet.org/career-resources/nasba-cpe-requirements?ssopc=1>