

## Intro to the Personal Effectiveness Passport

Personal career effectiveness today calls for much more than technical skills. In fact, corporations and career counselors tell us the most valued workplace skills are “soft skills.” These powerful skills arm you with the ability to adapt to a changing world of work.

The Personal Effectiveness Passport includes 28 courses selected for their relevance to workforce readiness and effectiveness.

The Personal Effectiveness Passport is divided into three major soft skills areas:

- **Teamwork** – which includes Communication and Collaboration;
- **Critical Thinking** – which includes Judgment, Problem-Solving, and Decision-Making; and
- **Emotional Intelligence** – including Self-Management and Values Clarification.

Our courses are designed by a leading global provider of high-quality, innovative, cloud-based learning and performance support resources. They are designed to give individuals the ability and confidence to adapt to change and assume increasing career responsibility. Whether starting out in your career, or ready to take the next step into leadership, these skills are indispensable.

The Personal Effectiveness courses range from a half hour to an hour, with the entire Personal Effectiveness Passport taking, on average, six weeks to complete.

The courses are 100% online, so you can access them any time, day or night. You are supported in your learning by your Success Coach, a highly trained and experienced professional who will encourage you every step of the way. And those who complete the passport receive a Certificate of Completion.

### Here's how learners access the Personal Effectiveness Passport:

Immediately upon paying for the Personal Effectiveness Passport on PayFast, you receive this THANK YOU message:



## THANK YOU

for enrolling in the Personal Effectiveness Passport.

Your personal Success Coach will contact you very shortly to get you started on this amazing learning journey to career effectiveness.

Be on the lookout for an email from **UpSkills Global**. This will be the first of many contacts from your Success Coach and will contain your login and password for your Personal Effectiveness Passport.

We're looking forward to meeting you in class!



Transformative  
Training

*Represented by*



Tel +27 41 364 3652  
Antony@Zifundise.com

Within minutes, you will receive a link to the Personal Effectiveness Passport from Dr. James, Hyman, president of UpSkills Global. The email contains your login and password.

**From:** "Dr. James Hyman" <drhyman@upskills.global>  
**Subject:** **Welcome to your Personal Effectiveness Passport**  
**Date:** October 29, 2019 at 7:32:54 PM CDT  
**To:** TZaiss@zcogps.com



Tracy,

Welcome to your **Personal Effectiveness Passport** learning program. Here is the information you need to start.

Dear Tracy,

Welcome to the Personal Effectiveness Passport learning program. You have taken the first step in an engaging and rewarding journey that is designed to give you the skills you need to make a contribution at work and advance your career.

#### LOG IN

The first step is to log in to your program [HERE](#).

Your login is TZaiss@ZCoGPS.com  
Your password is ug61938

(After you log in you can change your password if you'd like.)


Essential to your learning program is the support of your personal Success Coach. You will get an email from your Success Coach in the next 24 hours. This will be the beginning of a relationship designed to support your success. *Please white list your Success Coach's email so you don't miss any emails.*

Congratulations on taking this important first step. We are delighted you have chosen UpSkills Global for advancing your skills.

Best wishes,


Dr. James Hyman  
President  
UpSkills Global

Click on the link in the email and you will come to a login page. When you enter your login and password, you will be automatically directed to the Personal Effectiveness Passport start page.

[View Learning Plan](#)[Browse The Library](#)[My Profile](#)

Quick Links


- [Logout](#)
- [Upskills Global Home Page](#)
- [Learning Transcript](#)
- [Support](#)



## Welcome to the Next Step.

UpSkills Global learning programs are designed to feed your desire for career advancement, with content that you can apply immediately at work. Congratulations on taking the next step toward your career goals!

Featured Content





COURSE  
**Personal Effectiveness Passport**


Learning Program


ENROLL

NEXT – click on Enroll and you will go to a page that shows the three main skills areas of the Personal Effectiveness Passport: Teamwork, Critical Thinking and Emotional Intelligence




View Learning Plan

Browse The Library


My Profile ▾

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Personal Effectiveness Passport

Enrollment Status: Enrolled

Status: 


SAVE

About


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Expand All

Collapse All


Personal Effectiveness Passport

You must take all items in this set




☒Teamwork

You must take all items in this set




☒Critical Thinking

You must take all items in this set



☒Emotional Intelligence

You must take all items in this set



Beginning with TEAMWORK, pull down the Teamwork menu and start with Communication.

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[Expand All](#)

[Collapse All](#)



#### Personal Effectiveness Passport



You must take all items in this set



#### Teamwork



You must take all items in this set



#### Communication



You must take all items in this set



#### Collaboration



You must take all items in this set



#### Critical Thinking



You must take all items in this set





#### Emotional Intelligence




You must take all items in this set


The first class in the Communication unit is *The Art and Science of Communication*

 **Communication** 


You must take all items in this set




### [The Art and Science of Communication](#)

Status 


[Details](#) [Launch](#) [More Actions ▼](#)




### [Communicating with Confidence](#)

Status 


[Details](#) [Launch](#) [More Actions ▼](#)




### [Using Active Listening in Workplace Situations](#)

Status 


[Details](#) [Launch](#) [More Actions ▼](#)




### [Listening Even When it's Difficult to Listen](#)

Status 

[Details](#) [Launch](#) [More Actions ▼](#)




### [Planning an Effective Presentation](#)

Status 


[Details](#) [Launch](#) [More Actions ▼](#)

Click on the lesson title and you will see navigation tabs that include About • Table of Contents • Resources • Related Items


**ABOUT** gives you an overview and objectives of this lesson:




### The Art and Science of Communication

Course: 21 Minutes      Status: 

Expertise Level: Everyone

**LAUNCH** 



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#### Overview

There is a science behind communication, including how we react neuro-physiologically to others – through verbal communication such as their words and tone, as well as the non-verbal communication of their actions and body language. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. In this course, you'll learn about the art and science of communication. You'll explore techniques for connecting with your audience and building trust with them so that your communication intention is clear and understood. You'll also learn the basic principles of assertive communication that is positive and not aggressive.

#### Prerequisites

None

#### Library ID

ID: acm\_07\_a01\_bs\_enus

#### Target Audience

Individuals who want to improve their interpersonal communication skills.

#### Objectives


##### The Art and Science of Communication

- identify situations that benefit from sharing communication responsibility
- recognize behaviors that promote making connections with people
- identify ways to show interest when communicating with others
- categorize questions that help to strengthen a communication connection
- identify the basic principles of assertive communication
- recognize ways of connecting with your audience




**Table of Contents** outlines each of the Sections of this lesson and duration of each section


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### The Art and Science of Communication







Course: 21 Minutes  
Expertise Level: Everyone

Status: 

[LAUNCH](#) 




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| Sections   | Duration  | Status  | Actions                   |
|--|-----------|---|---------------------------|
| <a href="#">Sharing the Responsibility of Communication</a>        | 2 Minutes |  | <a href="#">Actions</a> ▼ |
| <a href="#">Making Connections by Communicating from the Brain</a> | 3 Minutes |  | <a href="#">Actions</a> ▼ |
| <a href="#">Enhance a Connection by Showing Interest</a>           | 3 Minutes |  | <a href="#">Actions</a> ▼ |
| <a href="#">Strengthen a Connection by Asking Questions</a>        | 3 Minutes |  | <a href="#">Actions</a> ▼ |
| <a href="#">Communicate Assertively without Being Aggressive</a>   | 3 Minutes |  | <a href="#">Actions</a> ▼ |
| <a href="#">Exercise: Connecting With Your Audience</a>            | 4 Minutes |  | <a href="#">Actions</a> ▼ |


**RESOURCES** are job aids; reminders that learners can download and keep as reminders.


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### The Art and Science of Communication

Course: 21 Minutes  
Expertise Level: Everyone

Status: 

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#### Job Aids

- [Assertive Communication Principles](#)

## Job Aid

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# Assertive Communication Principles

**Purpose:** *Use this job aid to explore the principles of assertive communication.*

There are four principles that can help you be assertive in your communication without being aggressive:

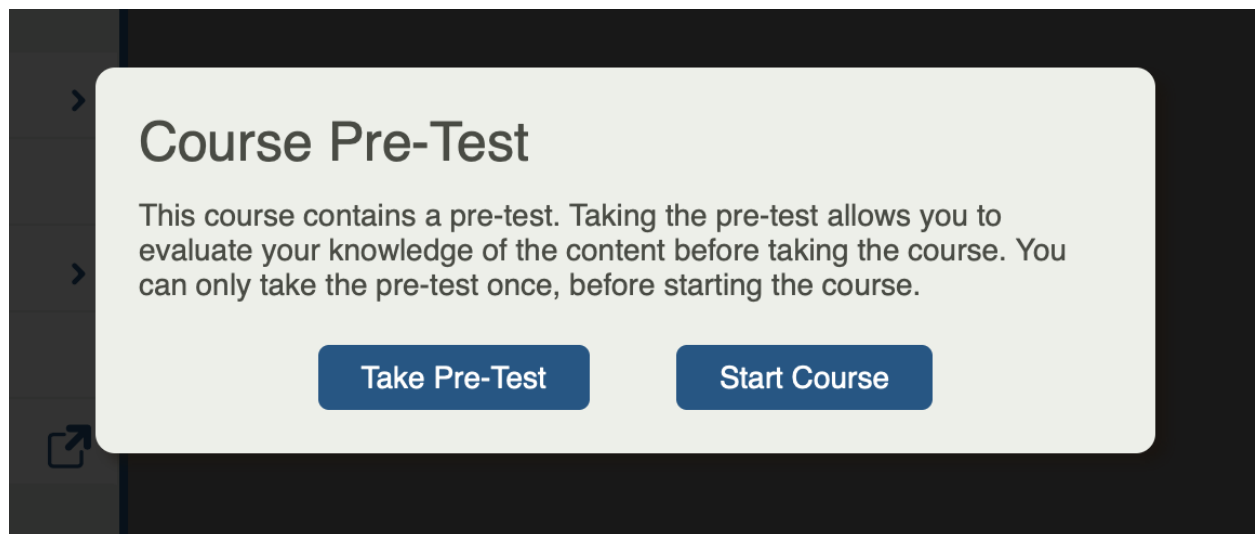
- **Clearly state what you want** or don't want.
- **Ask for what you need** in a way that's non-threatening.
- **Pay attention to your body language** – for example, are your hands in fists or are you taking on an aggressive stance?
- Pause before speaking, and **consider if there's anything you need to validate** about the other person's situation or intentions before continuing with the communication.

**Course:** The Art and Science of Communication

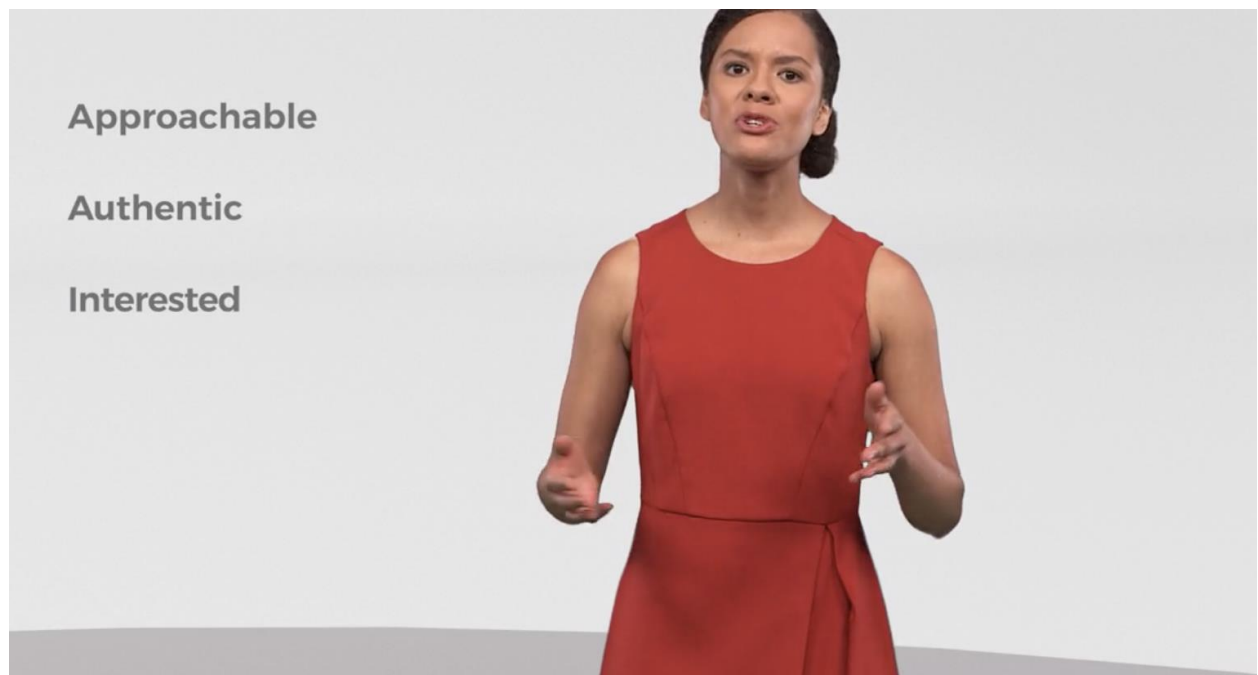
**Topic:** Communicate Assertively without Being Aggressive

To start the course, hit the **LAUNCH** button.

Once you hit the launch button, you will be asked to take a pre-test. This is an important step allowing learners to see progress upon completion.



After completing the pre-test, start the lesson. Lessons start with videos that explain the concepts being taught.




And then follow up with role-playing so you can see how the concepts are used in practice.




At the end of each section, you take the course test to see if and how much they've improved on knowledge since the pre-test.


Just click on **Course Test** on the MENU left of the lesson screen:


**Menu**





**The Art and Science of Communication**  
21 Minutes


 Completion Status


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 Course Test

 Resources >


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 Take the Tour

 Help 


Then check your completion status.




# Completed

[Print Report](#) [Close](#)

Tracy Zaiss, you completed the course on Oct 29, 2019. [?](#)

Task A: Completed 

Achieve a score of 75% on the course test and answer all questions

 [View Course Test](#)

---

You've scored 88%

You've answered all questions

You can also print out a report of your results if you'd like:



## Completion Status Report

|                              |  |
|------------------------------|--|
| <b>Student Name</b>          | Tracy Zaiss  |
| <b>Course Title</b>          | The Art and Science of Communication                               |
| <b>Start Date</b>            | Oct 29, 2019   |
| <b>Completion Status:</b>    | Completed - Oct 29, 2019   |
| <b>Completion Criteria:</b>  | Achieve a score of 75% on the course test and answer all questions |
| <b>Test Score:</b>           | You've scored 88%  |
| <b>Answer All Questions:</b> | You've answered all questions                                      |

## Test Scores

|   | Pre-Test | Current | Highest |
|---|----------|---------|---------|
| <b>Course Test</b>                                    | 75%      | 84%     | 88%     |
| <b>Lesson 1: The Art and Science of Communication</b> | 75%      | 84%     | 88%     |
| Sharing the Responsibility of Communication           | -        | -       | -       |
| Making Connections by Communicating from the Brain    | 100%     | 100%    | 100%    |
| Enhance a Connection by Showing Interest              | 100%     | 86%     | 100%    |
| Strengthen a Connection by Asking Questions           | 50%      | 50%     | 50%     |
| Communicate Assertively without Being Aggressive      | 50%      | 100%    | 100%    |
| Exercise: Connecting With Your Audience               | -        | -       | -       |



Finally,

At completion of all lessons in the Personal Effectiveness Passport, you receive a **Certificate of Completion** demonstrating your accomplishment!