
COURSE: WORKPLACE EFFECTIVE COMMUNICATION

Workplace Effective Communication is part of the Workplace Mental Health Ally series and covers four communication techniques commonly utilized in the evidence-based practice of Motivational Interviewing. This course provides constructive training by utilizing live-filmed videos and engaging activities that allow the learner to practice what they've learned. Based on up-to-date information, this course was created for anyone who wants to build their conversational skills and become a listener who can help others in their workplace to both clarify their goals and self-discover what may be holding them back from reaching those goals. Completing the Workplace Effective Communication course will take approximately 60-80 minutes of continuous learning time. *NOTE: We recommend completing Workplace Mental Health Competency 1 before beginning this course and any other Workplace Mental Health Ally Series courses.*

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COURSE OVERVIEW

ESTIMATED COURSE LENGTH: 33 mins

TARGET AUDIENCE: Human resources professionals and people managers

LEVEL OF INSTRUCTION: Introductory

PREREQUISITE(S): None

INSTRUCTIONAL METHOD: Self-paced; interactive; hybrid of audio, text, video, and learning checks

ACCESSIBILITY ACCOMMODATIONS: Color contrast; transcripts of video components; closed captioning of audio and video components. *In order to request further accessibility accommodations, please email support@psychhub.com.*

REGISTRATION: To enroll in this or any other Psych Hub course, go to lms.psychhub.com, click "Log In" to create a new account or access your existing account, return to lms.psychhub.com to access a list of courses, click the title of the course in which you are interested, and follow the instructions on the page.

COURSE PACKAGES & PRICING

This course is available as part of a series. At this time, the Workplace Mental Health Ally Certificate is only offered as a series and includes 8 courses within that series. **The cost of the Workplace Mental Health Ally Certificate series is \$99.**

WORKPLACE EFFECTIVE COMMUNICATION

- Course sections: 18 sections with components in each section (components consist of a mixed media approach with an animated overview video, role plays, and a knowledge game)
- Supplementary PDFs: 4 downloadable PDFs expanding on relevant course topics
- Supplementary videos: 5 companion videos created for enhanced learning on key course topics in Mental Health Competency 3: Substance Use Awareness; over 120 mental health literacy videos on a host of mental health topics

LEARNING OBJECTIVES

After completing this course, you will be able to describe and employ the following:

1. Demonstrate knowledge related to asking open-ended questions and affirming what is heard while communicating with others.
2. Describe the critical steps to reflectively listen and summarize conversations in order to facilitate communication while addressing ambivalence and initiating change.
<And>
3. Critically appraise correct and incorrect strategies of communicating with others using motivational interviewing techniques.

COURSE COMPLETION REQUIREMENTS

To complete the course, learners must do the following:

- Review all sections
- Take the post-course assessment (passing score: 85% or higher*)
- Complete the course evaluation

**Learners may attempt the post-course assessment as many times as necessary to receive a passing score.*

After reviewing all modules, completing the post-course assessment with a score of at least 85%, and completing the participant evaluation, learners will automatically receive a certificate of completion.

WORKPLACE MENTAL HEALTH ALLY CERTIFICATE

The Workplace Mental Health Ally Certificate series of courses is designed to teach the basics about topics like mental health, suicide prevention, and substance use. The following courses are included within this series:

- Workplace Mental Health Competency 1
- Workplace Mental Health Competency 2: Common Conditions
- Workplace Mental Health Competency 3: Substance Use Awareness
- Workplace Suicidal Behavior Competency
- Workplace Safety Planning
- Workplace Effective Communication
- Workplace Diversity and Mental Health
- Overcoming Bias in the Workplace

Once an individual successfully completes all 8 modules in The Workplace Mental Health Ally Certificate series, they will earn a certification and receive a certificate of completion as well as a digital badge. The badge can be placed in an email signature block and shared on social media to let people know they are a safe person to talk to when it comes to issues related to mental health, suicide prevention, substance use, and diversity. Workplace Effective Communication is one of eight modules in the Workplace Mental Health Ally certification.

PROFESSIONAL DEVELOPMENT INFORMATION

For more information on Psych Hub's continuing education programs, email ce@psychhub.com.

DISCLOSURES

Dr. Keita Franklin has no relevant disclosures to make and has equity options in Psych Hub.

Psych Hub receives financial support from organizations in the healthcare industry, but these entities do not control or direct Learning Hub content. Psych Hub as well as planning and review committees have no relevant financial interests to disclose. Psych Hub's Conflict of Interest Policy can be found in the footer of lms.psychhub.com.

CONFLICT OF INTEREST RESOLUTION

Conflicts of interest have been resolved through peer review of content by a non-conflicted reviewer.

COMMERCIAL SUPPORT

No commercial support was provided for this activity.

PROGRAM GOAL

The goal of this professional development program is to provide HR professionals and people managers with information on what bias is, how it manifests, different types of bias, the intersection between bias and mental health, and practical tips for overcoming bias and taking action in community and workplace settings.

SOCIETY FOR HUMAN RESOURCE MANAGEMENT PDCS



Psych Hub is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP®. For more information about SHRM certification or recertification, please visit www.shrmcertification.org.

Workplace Effective Communication is one of eight modules in the Workplace Mental Health Ally Certificate activity. Upon completing all eight modules, learners can earn **7.00** PDCs.

OBTAINING CERTIFICATES OF COMPLETION

After reviewing all modules, completing the post-course assessment with a score of at least 85%, and completing the participant evaluation, learners will automatically receive a general certificate of completion.

Learners will not receive a PDC certificate until they have completed all 8 modules of the Workplace Mental Health Ally Certificate activity.

ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS

Psych Hub's [Grievance Policy](#), which includes information on filing grievances, requesting a refund, and requesting accessibility accommodations, can be found in the footer of lms.psychhub.com.

COURSE AUTHOR, CONSULTANT, & REVIEWERS

To submit questions or comments for course authors, email ce@psychhub.com.

KEITA FRANKLIN, PHD, LCSW (COURSE AUTHOR)

CO-DIRECTOR, COLUMBIA LIGHTHOUSE PROJECT; CHIEF CLINICAL OFFICER, PSYCH HUB

Dr. Keita M. Franklin is the Co-Director of the Columbia Lighthouse Project and Psych Hub's Chief Clinical Officer. A nationally-recognized expert, Dr. Franklin ensures all clinical content is on the cutting edge of the intersection between healthcare and information technology. Key to Psych Hub's goal of revolutionizing how mental health care education and training are delivered, Dr. Franklin leads the esteemed Psych Hub clinical team, ensuring all Psych Hub products are evidence-based and trauma-informed.

With over 25 years of progressively responsible experience, Dr. Franklin is spearheading efforts to improve mental health literacy across the Nation by championing the development of specialized evidence-based training for providers thereby improving mental health care outcomes for at-risk population groups. A public health expert and transformational leader, Dr. Franklin has spent her career driving complex organizational change in the federal sector, always improving the systems that provide care for our Nation's military, family members, and veteran populations.

Before joining Psych Hub, Dr. Franklin served as a senior executive at both the Department of Veteran Affairs and the Department of Defense. In these roles, Dr. Franklin served as the principal advisor to Department leadership for all matters on suicide prevention, and she is widely credited with leading a transformative, enterprise-wide shift from a crisis intervention posture to an upstream, broad public policy approach focused on continuous surveillance and early prevention. Dr. Franklin was also responsible for leading a multi-disciplined team of experts in advancing evidence-based prevention practices for over 20 million Veterans and reaching our Nation's heroes wherever they live, work, thrive, and receive care. A poised and articulate communicator of strategic messaging, Dr. Franklin has been frequently asked to testify before committees in both the U.S. House of Representatives and the U.S. Senate and led numerous caucus roundtable discussions with members of Congress.

While serving as a senior executive within the Department of Defense, Dr. Franklin was responsible for suicide prevention policy, programs, and oversight. During her tenure, she conducted a first-of-its-kind, comprehensive program review and authored new DoD policy directives and instructions, optimizing higher headquarter guidance for all military service branches. She also chaired several DoD senior leader committees charged with developing solutions for vexing mental health issues impacting our service members and their families.

Adept at building partnerships and coalitions, Dr. Franklin was singularly responsible for bolstering relationships with both the private and public sector in the advancement of key suicide prevention initiatives. An experienced manager of large programs, she proved critical during congressional-level advocacy for budget and programming activities while simultaneously directing a multi-million dollar research and evaluation program. Her efforts resulted in high-quality service delivery for active duty, reserve, and National Guard members and their families.

Dr. Franklin is a licensed social worker with a specialization in children and families. She earned a Ph.D. in social work with specialized training and certifications from the Center for Advancement of Research Methods and Analysis (CARMA). Dr. Franklin began her career in child welfare and has dedicated much of her work to researching the impact of wartime trauma and post-traumatic stress on families. She serves on several national panels, including the National Action Alliance for Suicide Prevention. Dr. Franklin has received numerous federal and civilian awards for her efforts

leading military, family, mental health, and suicide prevention programs. Dr. Franklin has published work in the areas of military social work, child abuse, domestic violence, suicide prevention, and substance misuse. She has served as an adjunct professor in the graduate programs at Virginia Commonwealth University and George Mason University. Dr. Franklin holds certificates from Harvard Kennedy School Executive Education on “Leading Large Organizational Change” and Women in Leadership” as well as the University of North Carolina Chapel Hill Kenan-Flagler Business School course on “Executive Leadership.”

JENNIFER CURRENCE, MBA, SHRM-SCP, PCC (COURSE CONSULTANT)

CEO OF WITHIN LEADERSHIP; CREATOR OF THE LEADING FOR REAL LEADERSHIP DEVELOPMENT PROGRAM; CONTENT CREATOR FOR SHRM'S PEOPLE MANAGER QUALIFICATION

Jennifer Currence is the CEO of WithIN Leadership in Tampa, Florida, where she delivers results through customized training and coaching programs for leaders and HR. She is the creator of the Leading for Real™ leadership development program and content creator for SHRM's People Manager Qualification (PMQ).

Jennifer earned her MBA with an emphasis in management and holds a nationally accredited certification in coaching (PCC) and an international senior-level certification in human resources (SHRM-SCP). She has been recognized as a Thought Leader by the International Society of Performance Improvement, a Subject Matter Expert by the Society for Human Resource Management (SHRM), and was named Tampa Bay's HR Consultant of the Year for 2017. She has over 25 years of experience in Human Resources and training in organizations, and is a faculty member for SHRM as well as a professor at the University of Tampa's award-winning Sykes school of business.

Jennifer has been published in HR Magazine and featured in Fast Company magazine, USA Weekly, and HR.com. She is a professional member of SHRM, the National Speakers Association (NSA), the International Coaching Federation (ICF), and the author of [three SHRM-published books](#) on business behavioral competencies.

CAROLYN BARLEY (REVIEWER)

SHRM'S INSTRUCTIONAL DESIGN MANAGER

As SHRM's Instructional Design Manager, Carolyn Barley leads the team responsible for the development of the Specialty Credential, eLearning and Seminar products portfolio. She oversees the curriculum by creating and enforcing curriculum development standards, templates, and procedures, while ensuring the use of good instructional design processes and adult learning methodologies. She is responsible for overseeing the development of new learning solutions across media, with a focus on face-to-face, live virtual, eLearning. Working closely with Subject Matter Experts (SMEs) and partnering cross-functionally, she works on new initiatives, refines and evolves current products, while also advising organizational leadership on educational trends and best practices in adult learning.

She was instrumental in the development of SHRM's People Manager Qualification (PMQ), SHRM's Talent Acquisition Specialty Credential, SHRM's People Analytics Specialty Credential, SHRM's CA HR Law Specialty Credential, SHRM's Inclusive Workplace Culture Specialty Credential, SHRM's HR Department of One Specialty Credential and SHRM's Workplace Investigations Specialty Credential.

Prior to SHRM, Carolyn worked as a corporate university consultant. During that time, she architected corporate university blueprints, conducted content reviews and completed instructional design projects. She has worked with over 50 organizations identifying operational processes and procedures to standardize how global learning should occur across the enterprise.

Carolyn is a lifelong learner. She is focused on making a difference in the lives she touches through education and raising awareness. She is committed to elevating HR through her involvement with curriculum to contribute to creating better workplaces.

ANDREW MORTON (REVIEWER)

SHRM'S DIRECTOR OF CERTIFICATION AND VETERAN AFFAIRS

As SHRM's Director of Certification and Veteran Affairs Andrew Morton works with the military and veterans' organizations to develop workforce readiness pathways for veterans and military-families. As part of SHRM's Speaker's Bureau Andrew informs and empowers organizations in their inclusion-hiring efforts across many populations including Veterans and military spouses, individuals with disabilities, and Returning Citizens as part of SHRM's Getting Talent Back to Work Initiative. He is the contributing author to Justin Constantine's SHRM published book ["From We Will to At Will- A Handbook for Veteran Hiring, Transitioning and Thriving in Today's Workplace."](#) Andrew has and continues to serve on several veteran and military community employee related initiatives to include serving on the board of the non-profit "Hiring America Serves" as well as an ambassador to the American Legion's and Lumina Foundation's [Military Credentialing Advancement Initiative \(MCAI\)](#).

Andrew, a retired Infantry-Officer, served in several leadership roles during multiple overseas and combat tours (Iraq, Bosnia, Macedonia, and Egypt) in his 21-year Army career. He also served as the Chief of Marketing and Advertising and the Chief of Digital and Social Media for the Army Reserve. After his transition from the military and prior to his arrival at SHRM, Andrew served as a digital media director for a leading PR firm in Alexandria, VA.

Andrew is passionate about awareness and resources in support of mental health within our workforce and society at large and has written extensively about breaking through the challenges of mental health stigma and accessibility ([Want My Dad Back](#)). He's currently completing his Masters in Mental Health Counseling with the College of William and Mary. Andrew resides in Alexandria, VA. with his three teenage children, his wife Emily, and far too many dogs and cats to manage effectively.

ACKNOWLEDGEMENTS

Psych Hub would like to sincerely thank the Editors, Contributor, and Voiceover Artist of this course:

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Joshua Nelson
Raquel Weisner
Amy Bredfelt

VOICEOVER ARTIST

Sarah Ruth

SYSTEM REQUIREMENTS

Accessing this course requires an internet connection. The following technology can be used for access:

OPERATING SYSTEMS

- Windows 7/8/10, any edition
- macOS 10.6 and above
- Any phone or tablet with an internet browser

INTERNET BROWSERS

- Any standard internet browser (i.e. Chrome, IE, Firefox, Edge, Safari)

ADDITIONAL INFORMATION

CONFLICT OF INTEREST DISCLAIMER

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COURSE CREATION DATE

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