



## **Core Ability Report - Communications**

Spring 2018

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**As a result of this program:** I have learned effective communication skills.

#	Answer	%	Count
1	Strongly Disagree	0.00%	7
2	Disagree	0.00%	4
3	Neither Agree nor Disagree	0.00%	14
4	Agree	100.00%	143
5	Strongly Agree	0.00%	166
	Total	100%	334

**Provide any comments you have on effective communication skills you learned.**

I have been given more confidence when delivering information in presentations.

Software with Business apps was sort of a hybrid between Case Analysis and Spreadsheets, and in both we learned how to be professional in our communications.

I have learned how to give better presentations to classmates, which will help me give better presentations to colleagues. I have already had

I learned to communicate with my fellow group members and take into consideration their lives and schedules

I learned how to properly address a business audience.

There was surprisingly a lot of writing in this program (Case Analysis and Info Systems). Both of these classes really made me focus on professional writing and I feel I have improved immensely due to these courses.

By having to do the project in a team environment, and each member being assigned different tasks that tied together, we had to either work together or fail together.

the case analysis class helped with communication skills in the business setting. that was helpful to get advice on how to be concise. the five sentence rule for paragraphs in other classes felt absurd at times.

I have learned to be more confident speaking in front of groups of people and explaining myself thoroughly.

We were made to get in front of the class to give presentations, which almost no one is a fan of. However, I think this was good for all of us.

Communication is key!

Communication skills were covered very well. Business communications was a great class for me.

I have learned a lot on strengthening my communication skills from email correspondence, answering telephones, writing letters, and communicating with bosses and/or coworkers.

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My communication skills have changed greatly since I have started this program. I enjoy the different levels of teaching and the fact that the program instructors clearly state how emails and others forms of communication should always be professional.

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Our applied communications teacher wasn't the best

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I have learned how to use the technical knowledge I have to talk to people who don't know anything about cars to help diagnose issues.

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Communication skill were effective prior to this program

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I have learned job specific communication, and feel comfortable writing technical reports for work settings.

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Although I still tend to become nervous, my overall communication skills have improved and I feel like even though my communication skills could be strengthened I feel overall progress after this program.

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There were many presentations that were required which helped with my communication skills. I have met new people along the way and were in groups that required the use of strong communicating.

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Elevator Pitch

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I feel much more confident in front of audiences than I did when starting at Western

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I believe technical reporting and oral communications helped me the most in learning effective communication skills.

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I am thankful for the information and activities that surrounded communication.

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Suits for Success Event helped with my communication skills.

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Helped become more effective at presentation skills that I previously struggled with.

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With catering and restaurant each spring semester helped me gain self esteem and courage to communicate better and more smoothly.

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I have learned how to communicate with patients in an educational fashion.

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Going out into clinics of the greater la crosse area helped me to develop a sense of patient education and gave me a chance to talk with patients and integrate that into their routine.

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I've learned effective communication skills from getting to do clinical rotations from the beginning of the program

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To be mindful of your tone of voice and facial expressions.

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Being able to communicate with a variety of different people with varying ability levels.

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You can't teach that

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Being able to identify parts of vehicles and convey that information correctly to others in the field to accomplish the goal at hand.

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Xxxx has lots of patients and has helped show me how to effectively talk with parts people

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Talking to businesses

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teacher was very bi polar and biased

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I have learned to communicate effectively with my fellow classmates and people out in the community.

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I have learned to talk to grown ups more and really focusing on how to asses a child.

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I learned by going out into the community and field. For the program we were motivated to communicate with our community members and their families. Not only we communicate with the community but also in our own classroom with sharing, presenting, and reflecting.

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Before this program, I was very self-conscious and was very nervous speaking to new people. This program has forced me to communicate with new people. I have worked with many different people and different cooperating teachers which has forced me to come out of my comfort zone. I am not so nervous speaking to people and I have really learned to professionally communicate.

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I learned that a lot of people have public speaking anxiety and that it is OK. Focus the stress and it may make you a better communicator.

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Xxxxxxx Xxxxxxx was an amazing teacher in customer service when it came to communication. She has had much experience with it in the real-life career aspect, as well as the teaching aspect.

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I was very shy and scared of getting in front of people and talking or presenting coming out of high school and with the numerous occasions of presenting whether it be just a current event or something huge like the big projects in Application class, I feel like it has made me a better speaker throughout. I'm still not 100% with it but I can tell that I have come along way.

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Radio communication was covered well along with communicating with higher level firefighters.

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I walked into this program very shy and have affectively gained confidence in speaking out

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Having to use emails to communicate with instructors and other peers made me have to stop and think about how people might interpret it.

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I had to communicate via email and that made me have to think about how it would be interpreted by the receiver

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Each course within this program has allowed me to become an effective communicator both inside and outside of the classroom.

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I have acquired knowledge, skills, and abilities that have helped me speak more clearly and concisely in my every day tasks.

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Many events have helped this! Like the etiquette dinner and other situations that force us to communicate with others.

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I have learned how to be an amazing listener, which I always thought I was. When you enter the Social Work field, active listening skill are essential to your success, this is my greatest achievement thus far.

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Interviewing skills were heavily covered in this program. The Code of Ethics were also heavily covered, so if there was a question on how to communicate something that came up in an interview, the Code of Ethics could be referenced to guide me on how to proceed.

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I feel that throughout the program, my communication skills have improved. I feel comfortable at addressing others or speaking in a group.

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I feel like I learned a lot of interviewing skills, also a lot of skills in case of a crisis. In my gero cert I also learned a lot about how to speak with people with dementia.

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I have learned interviewing skills that will help me work with clients in the future.

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I think that I have learned a lot about this. you really need effective communication skills when meeting with a client. The client is there for you to listen to them. Effective communication skills would be nodding, eye contact, and not interrupting.

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We spent a lot of time on this. I think the biggest one I learned was active listening. A huge part of this field is listening to people before trying to help, so active listening is important.

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I did learn a lot of communication skills here and different ways you are able to talk to a client in different situations. I think it would have been more helpful to put more stress on the interviewing and be able to do those things more.

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I think that I have become an active listener, and I have really practiced person first language. I understand how words and even non-verbals can affect people.

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my interviewing skills and public speaking skills have increased greatly from being in this program

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Effective communication skills I learned was to listen carefully to clients and be able to asked it again so that client knows I was listening to them. Being able to caught part of the communication between the client and make it clear for my understanding of the solution.

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I have learned through my time here that learning to have good communication skills is extremely important.

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I first learned how to talk to/ deal with clients on the phone first at college and then the following summer I had an internship that was only dealing with clients on the phone. So I was glad that I had a little bit of experience before I had started that job.

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I learned peer to peer communication skills the most. Next I would say the other communication skill we really worked on was more of a instructing/training type of communication while we were delivering training and workshops.

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Being encouraged to speak in a group setting to other students, educators and employers is very important and I appreciate that Xxxx puts so much effort into this as a goal.

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Speech class provided me with valuable lessons. Do's and don'ts when speaking to people. I learned how to be an effective speaker by being involved in the conversation. This means asking questions, nodding, and overall showing interest.

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learned a lot of terms to use in the world of IT that helped me to ask questions, and answer questions of my peers

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I learned how to break an issue down into pieces, and slowly solve each individual part to fix an issue. This ranges from fixing issues on a Cisco switch to configuring an exchange server.

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Everything in this course helped me learn more about technology and how to handle it effectively.

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I didn't learn any communication skills from WTC. I've been speaking English all my life since I was about 4 years old. If I needed help "communicating" in my native tongue at this age, I don't think any amount of schooling would be able to benefit me at this point.

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Xxxx Xxxx did a really good job in her class addressing these issues, I think. I enjoyed her Intro to IT class and felt that it was a place that I got to know others in my degree that I was friends with throughout my time at Western and still now. I just put "Neither Agree nor Disagree" for my selection because, for me personally, I felt I was already good with these skills - so I didn't "gain" tons from the class that I didn't have already.

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Not much to say here other than the communication skills are learned here were both valuable and essential, but my it is also worth noting that I took 200 level courses for Speech, and English.

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Before being enrolled in this program, I had proficient communication skills and did well at speaking with people. It was nice to be able to get a refresher on some of the things.

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Provide any comments you have on mathematical concepts you learned.

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I took Trigonometry in high school. Yes, I passed it. Intro to Business Math was the only math class I was required to take at WTC and it didn't break any new ground. This isn't a complaint, only an explanation. Trust me, I'm glad that trigonometry isn't required for the program that I took.

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Through Xxxx and Xxxx's classes, I feel like math is a much more tangible skill. Programming is all math when it comes down to it, really. It is applied mathematics. This degree has really excited me about math again, and math has, in turn, helped me with my skills in programming.

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This program had no impact on my mathematical ability. I learned more math than I needed at WTC in high school.

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The mathematical requirements were extremely minimal.

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Most of the things I already knew after taking my math class. Math is not my most favorite subject.

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Xxxx should work on consistency when it comes to assigning assignments. She would verbalize them but not enforce herself.

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This program forced me out of my comfort zone and I will be forever grateful.

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Effective communication skills were taught throughout the entire program and not just in one class which was amazing.

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I have learned a lot from the Western marketing program. The instructors are caring and explain everything really good.

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I have learned how to communicate properly to businesses and fellow people. I know understand more of the business world terminology. Also, having presentation in front of class the majority of the time was great!!

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Having to do presentations and mock events in front of the class helps you begin feeling more comfortable talking with others. Also through the assignments being critiqued and reminded to use marketing related terms.

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I feel more comfortable talking in front of a group than i ever have.

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I learned to communicate better as a whole such as working on teams and/or as an individual.

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Pretty much all the classes I took had lessons on effective communication skills, whether intentional or not.

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I've learned how to format and create business documents to communicate within a professional environment.

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Ask questions about things I am confused on or do not understand

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I learned what soft skills were. I've always been good with communication so I'm not sure how to answer this.

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I have learned to filter my communication and to think more before I open my mouth. Still a skill I'm working on.

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no complaints

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nothing to add

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n/a

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I learned to communicate better.

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I'm always a people person and I love the interactions with the people. It is way different than the feel of the classmates vs. the patients.

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I feel that I have learned communication skills as they apply to my profession.

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The clinical experience I was given by WWTC was extremely valuable to me and it taught me a lot about communication in the work place

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Learned how to communicate with lab techs and lab supervisors with scheduling conflicts.

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Working in group setting/projects was helpful in learning how to convey my thoughts to others.

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I have learned to remain objective, state my opinion, and receive criticism without taking it personally. I have learned to work better in groups although I still feel more comfortable in small groups. The biggest growth for me personally is that I have learned to process information before forming an opinion and responding.

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I feel that this program has helped me to feel more confident in communicating in a medical setting. One down fall that I experienced, which was my own fault, was that I spent much of my time studying alone. I retained content and tested better doing that, but when it comes time to verbalize medical terms I am lacking.

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I feel like I wasn't given any insight on how to communicate with other health care professionals. What I did learn was how to communicate with the patient and their families.

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I think putting us in clinical right away also helped us with our effective communication with all staff in the clinical setting.

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We are taught to be assertive and ask if there is anything we need or want. I felt there were multiple occasions that I used my assertive voice and tried to explain that I was uncomfortable in a situation and was basically told, "too bad, suck it up you are always going to have someone or something you don't like" I felt that if we are taught to be assertive and told the first day of every class to ask questions and let them know if we are concerned about something, yet it seemed nobody wanted to hear our concerns.

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Having to speak up in class and explain my thoughts in test reviews has made me improve my communication skills.

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I have learned a great deal about how to communicate with patients in a way that they would understand. A lot is taken from non-verbal communication as well. Also, I have been taught how to communicate with professional contacts as well.

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I thought my communication abilities improved as I have progressed in the program. I enjoyed the Mental Health learning curve of communication.

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In many courses throughout the program we were forced to work with groups of students which enhanced our communication skills. Out in the clinical setting, we were also forced to use our communication skills with both our preceptors and the patients/families.

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Overall, I have learned how to communicate with patients and their families and am a lot more comfortable. I have gained a lot of confidence over the course of these 4 semesters and am able to communicate effectively.

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I feel that the clinical experiences working with real staff in the field has been the greatest contributor to improving my communication skills in this program.

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I was able to develop reporting skills especially.

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When I look at now from the beginning of first semester, I have built my communication skills tremendously.

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some faculty are stronger at teaching and giving feedback on this topic better than others

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I have improved my communication skills while in my clinicals.

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Learning Therapeutic Use of Self helped me to feel comfortable in conversation with anyone I meet and group leading experience improved my communication skills.

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SOAP notes are a good base; however not many places use SOAP notes anymore.

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Therapeutic use of self.

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Opportunities to present topics in front of the class, and communicated with instructors.

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I have learned a lot of new skills that can help me now and in the future.

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I have learned how to effectively reply to letters and requests without being negative or aggressive.

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How to be professional when talking to supervising PTs

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Practicals make you work on this skill!

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I feel at the beginning of this journey I was not serious about my future. And by the end I feel I have grown in so many ways not only in this field of work but at a person as well.

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Nothing

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I provided patient data during rounds and report.

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able to communicate with difficult patients, healthcare professionals and etc.

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Requiring MD contacts has forced me to be confident in myself and address situations that need to be addressed with the physicians.

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I have learned how to give the best possible shift change reports and how to communicate with doctors, nurses, and other medical faculty.

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do not get upset if a preceptor is wrong. Correcting them is not always the smartest option.

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I strengthened my belief in communicating my thoughts even if they weren't in agreement with others, including the instructors.

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Learning to work with many different and sometimes strong personalities

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That you can never communicate too much.

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I'm always learning, no matter my age, but to say that I've learnt a substantial amount here is to be a liar. were I younger, this would have been a far more valuable source of communication skills than most in the private sector.