



Certificate of Achievement

Noel Leon Kronenberg

has completed the following course:

BUSINESS ETIQUETTE: MASTER COMMUNICATION AND SOFT SKILLS
CENTRAL QUEENSLAND UNIVERSITY

This online course explores and unpacks the social skills and techniques required to succeed in any industry.

2 weeks, 2 hours per week



Deb Friel

Manager, Centre for Professional Development Learning Design and
Innovation Directorate
Central Queensland University



The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit futurelearn.com/proof-of-learning/certificate-of-achievement.


This certificate represents proof of learning. It is not a formal qualification, degree, or part of a degree.



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90%
OVERALL
SCORE

This online course explores and unpacks the social skills and techniques required to succeed in any industry.

STUDY REQUIREMENT

2 weeks, 2 hours per week

LEARNING OUTCOMES

- Explore professional representation, conduct and attributes
- Identify workplace etiquette in communications, behaviour and practice
- Explore how appearance, attitude and behaviour has significant impacts on employability
- Evaluate the principles of professional communication when using email
- Reflect on the social rules which apply in email correspondence, including CC BCC and signatures
- Identify the key elements of email and the tools which can be applied to improve email etiquette.