

This is to certify that **Maria dos Santos**, has successfully completed:

# Communication and Change Management

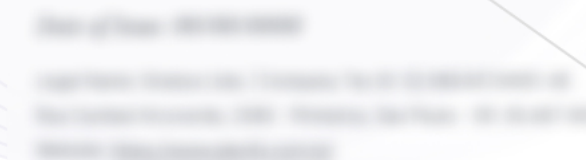
Total hours: 35h

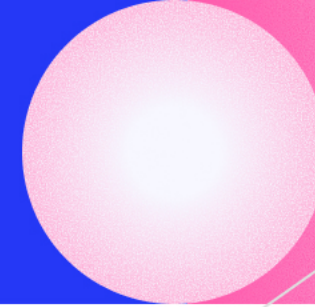
Practical exercises: 5h

Chapters: 9

Online course

On [REDACTED], with a total duration of 35 HOURS, this course was delivered under principles set by the Australian Skills Quality Authority (ASQA).





## Course Chapters

## Duration

1. Introduction

1h

2. Fundamentals of Business Communication

8h

3. Organizational Change Management

8h

4. Developing Communication Plans

8h

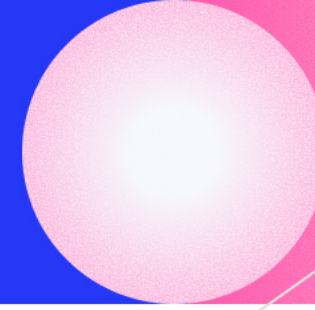
5. Crafting Formal Communications

6h



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## Course Chapters

## Duration

6. Preparing Corporate Presentations

1h

7. Creating FAQ Documents

1h

8. Employee Training and Support

1h

9. Conclusion

1h



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