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This is to certify that Maria dos Santos, holder of National ID N° 12345678, has successfully completed:

Communication and Change Management

Total hours: 35h

Practical exercises: 5h

Chapters: 9

Online course

On totaling 35 HOURS, this course was offered under the lifelong learning education framework of Eritrea, in accordance with educational principles set by the Ministry of Education



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Course Chapters	O 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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6. Preparing Corporate Presentations	1h
7. Creating FAQ Documents	1h
8. Employee Training and Support	1h
9. Conclusion	1h