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This is to certify that **Maria dos Santos**, holder of **National ID N° 1234567890**, has successfully completed:

Communication and Change Management

Total hours: 35h

Practical exercises: 5h

Chapters: 9

Online course

On totaling 35 HOURS, this course was provided under the lifelong learning education policy guidelines of Somalia.



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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