

Southwest Airlines Professional Communications Certification

Aligned Program of Study: Human Resources Management

Description

The [Southwest Airlines Professional Communication Certification](#) focuses on how to communicate effectively in the workplace by addressing topics, including time management, written and verbal communication, listening skills, and effectively managing diversity in the workplace. Southwest Airlines, which became the nation’s largest domestic carrier in 2003, stands out for its exemplary customer service. This certification prepares individuals to master key industry standards, including, for example, digital communications and telecommunication, graphic design, e-commerce, communication styles, leadership styles and dynamics, customer service, discrimination laws and discrimination in the workplace, BOQQ, citation styles, and presentation types.

Certification Information

Test Owner

Southwest Airlines

<https://www.southwest.com>

Testing Sites/Centers

The exam must be proctored in a controlled environment, and the proctor must review and verify all exam procedures, as well as provide electronic documentation through the exam platform.

Registration Procedures

Individuals can use the [information request form](#) to receive more information on how to register for this certification exam.

Preparing to offer the certification

Exam Details

The exam consists of 100 questions in various formats, including multiple-choice, sort order, diagramming, matching, labeling, and other miscellaneous question types. The exam focuses on the following areas: English language proficiencies, workplace communication techniques, communication theory, verbal communication procedures, written communication procedures, interpersonal communication techniques.

Vendors with Data Sharing MOU with TDOE

Materials, resources, registration, testing sites, test details, and prices vary by vendor.	
Identified Vendors	Contact Information
iCEV Multimedia, Ltd.	iCEV Multimedia, Ltd. 1-800-922-9965 https://www.icevonline.com/