|  |  |
| --- | --- |
| **Minor Award Name** | **Communications** |
| **Minor Award Code** | **6N1950** |
| **Level** | **6** |

**Suggested resources to support delivery:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| Communication Technologies in business | Academic Article pdf | Brief history of organisational communication and a look at the latest trends. | Author: Dr. Jyoti Sheoran  Published by International Journal of Scientific and Research Publications | <http://www.ijsrp.org/research-paper-1212/ijsrp-p1250.pdf> |
| Data Security | Webpage | Guidance from Irish Data Protection Commission website relating to data security. | Office of the Data Protection Commissioner | <https://www.dataprotection.ie/viewdoc.asp?DocID=1091> |
| Internet and email usage at work. | Professional advice pdf | Advice on legal issues around best practice in internet and email policy. | Author: Louise Harrison.  Published by CPA Ireland | <http://www.cpaireland.ie/docs/default-source/media-and-publications/accountancy-plus/it/email-and-internet-use-by-employees.pdf?sfvrsn=2> |
| Health, Safety and Welfare | Website | Overview of Health, Safety and Welfare at Work Act, 2005. With links to statutory documents. | Health and Safety Authority | <http://www.hsa.ie/eng/Legislation/Acts/Safety_Health_and_Welfare_at_Work/> |
| Legislation: Health and Safety | HSA issued guide pdf | A summary of the Health and Safety Act 2005 detailing responsibilities of employers and employees. | Health and Safety Authority | <http://www.pointofsinglecontact.ie/download/short_guide_to_shwwa_2005.pdf> |
| Health and Safety at work | Website | Information on [Safety, Health and Welfare at Work Acts 2005 and 2010](http://www.irishstatutebook.ie/2005/en/act/pub/0010/index.html). With links to further information. | Citizens Information | <http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/health_and_safety/health_safety_work.html> |
| Supervisors responsibilities | Booklet pdf | Guidance on supervisor’s responsibilities in relation to Health and Safety at work in UK. | Aston University, UK | [www.aston.ac.uk/EasysiteWeb/getresource.axd?AssetID=86099&servicetype](http://www.aston.ac.uk/EasysiteWeb/getresource.axd?AssetID=86099&servicetype) |
| Body Language | Website | Comprehensive guide to body language in business environment with links to related topics. | www.businessballs.com | <http://www.businessballs.com/body-language.htm> |
| Non-verbal communications | Academic Article pdf | An exploration of the use of non-verbal communications in an educational setting. | Authors: Robert W Kaps and John k Vogues  Published by: Journal of Aviation/Aerospace Education and Research | <http://commons.erau.edu/cgi/viewcontent.cgi?article=1439&context=jaaer> |
| Body language | Academic Article pdf | A look at the use of body language in an educational setting. | Author: Tammy S. Gregersen, Published by: Reflections on English Language Teaching | <http://www.nus.edu.sg/celc/research/books/relt/vol6/no1/51-64gregersen.pdf> |
| Presentations | Website | Guide to presentation skills with links to related topics. | www.businessballs.com | <http://www.businessballs.com/presentation.htm#tips-for-effective-presentations> |
| Visual aids | Website | Guide to using visual aids with links to related topics. | University of Leicester, UK | <http://www2.le.ac.uk/offices/ld/resources/presentations/visual-aids> |
| Visual Aids | Chapter of online book | Detailed guide to using visual aids in presentations. | Author: Scott McLean | <http://catalog.flatworldknowledge.com/bookhub/reader/15?e=mclean-ch11_s04> |
| Meeting room set up | Infographic pdf | A brief description of meeting room styles. | University of Wisconsin Green Bay | <http://www.uwgb.edu/newpart/pdf/roomsetupguide.pdf> |
| Meeting room set-up | Booklet pdf | In-depth article showing meeting room set ups and listing the advantages and disadvantages of each. | Author: Paul Collins  Published by Jordan-Webb | <http://www.midwest-facilitators.net/downloads/meeting_room_configurations_v5.pdf> |
| Listening skills | Webpage | Short article on how to improve listening skills. | Failte Ireland | <http://www.failteireland.ie/Supports/Develop-your-tourism-enterprise/Online-guides/Course-documents/Leadership-Skills/Interpersonal-skills/Improve-your-listening-skills.aspx> |
| Active Listening and reflective responses | Teaching notes pdf | Teaching notes on active listening and reflective responses. | Author: JoAnne Yates  Published by Massachusetts Institute of Technology, USA | <http://ocw.mit.edu/courses/sloan-school-of-management/15-279-management-communication-for-undergraduates-fall-2012/lecture-notes/MIT15_279F12_actveListng.pdf> |
| Active listening | Student guide pdf | Short article discussing the elements of active listening and its benefits. | University of Adelaide, Australia | <https://www.adelaide.edu.au/writingcentre/learning_guides/learningGuide_activeListening.pdf> |
| Meeting Minutes | Webpage | How to take good meeting minutes. | www.businessproductivity.org | <http://www.businessproductivity.com/how-to-take-good-meeting-minutes/> |
| Effective note taking | Webpage | A look at the importance of note taking and effective practices. | University of Reading, UK | <https://www.reading.ac.uk/internal/studyadvice/StudyResources/Reading/sta-effective.aspx> |
| Working in Groups | Webpage | A guide to setting up and working in groups. | Harvard University, USA | <http://isites.harvard.edu/fs/html/icb.topic58474/wigintro.html#wig3> |
| Effective group work | Webpage | Overview of group work with links for more in-depth study. | University of Reading, UK | <https://www.reading.ac.uk/internal/studyadvice/StudyResources/Seminars/sta-groupwork.aspx#developing> |
| Developing facilitation skills | Handbook pdf | Handbook detailing the skills needed to effectively facilitate group work. | Author: Patricia Prendiville  Published by: Combat Poverty Agency | <http://www.combatpoverty.ie/publications/DevelopingFacilitationSkills_2008.pdf> |
| Effective reading strategies | Webpage | Lists reading techniques and their application. | Charles Darwin University, Australia | <http://learnline.cdu.edu.au/studyskills/studyskills/reading.html> |
| Reading techniques | Website | Detailed look at various reading techniques including when and how to use each. | Open University, UK | <http://www2.open.ac.uk/students/skillsforstudy/critical-reading-techniques.php> |
| Drafting, editing and proofreading | Website | A series of links covering the areas of drafting, editing and proofreading documents. | University of Bradford | <http://www.brad.ac.uk/academic-skills/resources/study/assignment-writing/drafting/> |
| Report writing | Webpage | How to write a business report. | Author: Scott Chris  Published by Houston Chronicle | <http://smallbusiness.chron.com/write-business-report-executive-17048.html> |
| Report writing | Chapter of online book pdf | A guide to business report writing. | Author: Alan Thompson  Published by Murdoch Business School, Australia | <http://bestentrepreneur.murdoch.edu.au/Guide_To_Report_Writing.pdf> |
| Referencing | Website | Details of Harvard referencing system. | University of Exeter, UK | <http://education.exeter.ac.uk/dll/studyskills/harvard_referencing.htm> |
| Research Skills | Website | List of links and resources to develop research skills. | University of Leicester, UK | <http://www2.le.ac.uk/library/help/skills> |
| Study Skills | Online Manual pdf | Study Skills Manual | National Learning Network | <http://www.nln.ie/NLN/files/0f/0f49ca8d-0385-4416-9df8-fb51c6122d9e.pdf> |
| Study Skills | MOOC | Smarter learning – Improve your Study Skills and Practices | www.alison.com | <https://alison.com/courses/Personal-Study-Skills> |
| Research Methods | Chapter of online book | Principle of Qualitative of Quantitative research methods | Author: Amy Blackstone | <http://catalog.flatworldknowledge.com/bookhub/reader/3585?e=blackstone_1.0-ch07_s02> |
| Enquiry techniques | Website | Online article and links on enquiry techniques | [www.reflecticeteaching.co.uk](http://www.reflecticeteaching.co.uk) | <http://reflectiveteaching.co.uk/books-and-resources/reflective-teaching-in-schools/becoming-a-reflective-professional/developing-an-evidence-informed-classroom> |
| Public Speaking | Online video | A TED talk on the sense of vulnerability and successfully talking in public. | Lars Sudmann  Published by: You Tube | <https://www.youtube.com/watch?v=AdRuBRR6xOU> |
| Oral presentations | Webpage | 10 simple rules for making effective oral presentations | Author: Phillip E Bourne  Published by PLOS.org | <http://journals.plos.org/ploscompbiol/article?id=10.1371/journal.pcbi.0030077> |
| Writing a CV | Webpage | A detailed explanation of the process of writing a C.V | Irishjobs.ie | <http://www.irishjobs.ie/careeradvice/how-to-write-a-cv/> |
| Interviews | Online Video | Video from Irish Recruitment Agency Collins McNicholas, on how to prepare for an interview. Includes tips on how to dress, engaging the interviewer and how to answer some of the tougher questions that may be presented. | Collins McNicholas | <https://www.youtube.com/watch?v=NG6xktLmALg> |
| Appropriate use of social media | Infographic | Some statistics on how social media posts can influence job prospects. | Page Group Recruitment, UK | <http://www.michaelpage.co.uk/minisite/optimise-social-media/> |
| Effective Supervision | Webpage | Discusses the role of communications in effective supervision | International Risk Management Institute (IRMI) | <https://www.irmi.com/articles/expert-commentary/the-role-of-communication-in-effective-supervision> |
| Achieving effective supervision | Booklet pdf | How to achieve effective supervision | Author: Martin Kettle  Published by Institute for Research and Innovation in Social Services (IRISS), UK | <https://www.iriss.org.uk/sites/default/files/2016-07/iriss-insights-30-23-06-2015.pdf> |
| Assertiveness | Online slide show | Slides explore being assertive and tactful. | Society for Human Resource Management on Linkedin | <http://www.slideshare.net/Padmesh_1/assertiveness-art-of-being-tactful> |
| Empathy in the workplace | Booklet pdf | Exploring what it means to be empathetic in a business setting and the benefits of the approach. | Authors: William A. Gentry, Todd J. Webber, Golnaz Sadri.  Published by Centre for Creative Leadership | <http://insights.ccl.org/wp-content/uploads/2015/04/EmpathyInTheWorkplace.pdf> |
| Tact and Diplomacy | Website | Online article covering the art of tact and diplomacy with links to further reading. | www.skillsyouneed.com | <http://www.skillsyouneed.com/ips/tact-diplomacy.html> |
| Communications | Book | Covers many aspects of the course with chapters on   * Listening and Speaking * Nonverbal communications * Reading and Writing * Communications Technology | Effective Communication  By Nicholas Harvey | <http://www.gilleducation.ie/gill-education-search?Q=effective+communication&x=0&y=0#&sSearchWord=effective+communication> |
| Communications | Online pdf | Communication Skills handbook with chapters on   * The communication Process * Active listening skills * Non-verbal communications * Giving constructive feedback * Questioning skills * Presentation skills | Authors: Tara Dixon and Martin O’Hara  Published by practicebasedlearning.org | <http://cw.routledge.com/textbooks/9780415537902/data/learning/11_Communication%20Skills.pdf> |

**Useful Organisations:**

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| Quality and Qualifications Ireland (QQI) | [www.qqi.ie](http://www.qqi.ie) |
| Education and Training Boards | [www.etb.ie](http://www.etb.ie) |
| Irish Statute Book | [www.irishstatutebook.ie](http://www.irishstatutebook.ie) |
| Office of the Data Protection Commissioner | [www.dataprotection.ie/](http://www.dataprotection.ie/) |
| Health and Safety Authority | [www.hsa.ie](http://www.hsa.ie) |
| Citizens Information | [www.citizensinformation.ie/en/](http://www.citizensinformation.ie/en/) |
| Department of Education and Skills | [www.education.ie/en/](http://www.education.ie/en/) |

**MOOCS**

|  |  |
| --- | --- |
| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates | <https://www.mooc-list.com/> |
| <https://www.coursera.org/> |
| <https://www.udemy.com/> |
| <https://alison.com/> |
| <https://www.canvas.net/> |
| <http://www.extension.harvard.edu/open-learning-initiative> |
| <http://oyc.yale.edu/> |
| <https://courses.edx.org> |

|  |  |
| --- | --- |
| **Minor Award Name** | **Communications** |
| **Minor Award Code** | **6N1950** |
| **Level** | **Level 6** |

Suggested resources to support delivery:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Theme/Topic | Type | Relevance | Author/Source | Web Link |
| **Issues around ICT** | Website | Offers online resources and safety advice targeting children, parents and young adults | UK Safer Internet Centre | <http://www.saferinternet.org.uk> |
| Website | Looks at how data is used and collected within business environments and the impact of ICT on business | BBC Bitesize | <http://www.bbc.co.uk/bitesize/higher/business_management/business_enterprise/business_information_ict/revision/1/> |
| Website | Examines at the impact of online security on individuals and organisations | Make IT secure | <http://makeitsecure.ie> |
| Website | A guide to personal data rights and rules for businesses | Data Protection Commissioner | <https://www.dataprotection.ie/docs/Home/4.htm> |
| Website | Video and observation piece on how young people use social media | Thinkuknow | <https://www.thinkuknow.co.uk/parents/Romeo_and_Juliet/> |
| Website | Suggests ways for individuals to be more conscious of their online personal data | Tom Ilube, BBC Webwise | <http://www.bbc.co.uk/webwise/0/21259413> |
| Website | Advice on online issues facing the business and private sphere with hyperlinks to short videos | Get safe online | <https://www.getsafeonline.org> |
| Website | Resource page with pdf versions to download offering suggestions on online citizenry, includes smartphone security precautions | National cyber security alliance | <https://staysafeonline.org/ncsam/> |
| Online Document (pdf) | Offers a comprehensive guide to employment rights | National Employment rights authority | <https://www.workplacerelations.ie/en/Publications_Forms/Guide_to_Employment_Rights_NERA_.pdf> |
| **The interpersonal environment** | Online Document (pdf) | A resource for learners focusing on the interpersonal communication process and its forms, including exercises and suggested answers | Tara Dixon and Martin O’Hara | <http://cw.routledge.com/textbooks/9780415537902/data/learning/11_Communication%20Skills.pdf> |
| Website | An introduction to the formal and informal channels of communication | Tutorials Point | <http://www.tutorialspoint.com/management_concepts/communication_channels.htm> |
| **Listening skills** | Website | A short critique on horizontal and vertical communication | Shawn Grimsby | <http://study.com/academy/lesson/horizontal-communication-definition-advantages-disadvantages-examples.html> |
| Online Document (pdf) | An introduction to channels of communication to be used in a formal setting | Article Library | <http://www.yourarticlelibrary.com/business-communication/4-types-of-direction-in-formal-communication/28014/> |
| **Working in groups** | Online Document (pdf) | This resource page looks into conflict resolution situations and ways to manage employee conflict | Business Management Daily | <http://www.businessmanagementdaily.com/glp/25986/Workplace-Conflict-Resolution.html> |
| Online Document (pdf) | Suggests ways to manage conflict and advice on how to resolve it | [BreakthruInMarketin-g](https://www.youtube.com/channel/UCMDJkXY8oCuI0ylkdq8ZQzg) | <https://www.youtube.com/watch?v=KY5TWVz5ZDU> |
| Online Document (pdf) | This is a short communications booklet for a childcare setting with a bibliography section | Síolta | <http://siolta.ie/media/pdfs/Research%20Djgest%20-%20Communication.pdf> |
| Website | A video educational piece about dealing with customers | [Prositions Content](https://www.youtube.com/channel/UCpaH-CTA3YJcshFKfyU4Q1g) | <https://www.youtube.com/watch?v=ybCxN86n61k> |
| Website | A video piece on how to deal with frustrated customers | Myra Golden | <https://www.youtube.com/watch?v=ACKbkmO9rLg> |
| Online Document (pdf) | Describes how to work with others in a group environment with a focus on the competencies required for effective group work | Ulster University | <http://www.science.ulster.ac.uk/nursing/mentorship/docs/toolkits/Working_with_Others.pdf> |
| Website | Reflective piece on role play and conflict in a workplace environment | Beverly Smallwood | <http://www.sideroad.com/Leadership/conflict-style.html> |
| **Oral presentation and interview** | Website | A general introduction to using PowerPoint software for presentation exercises | Wienot Films | <https://www.youtube.com/watch?v=i68a6M5FFBc> |
| Website | A study guide on how to deliver a presentation to audience | Lisa Carr | <http://www.jobs.ac.uk/careers-advice/interview-tips/2131/10-top-tips-for-interview-presentations> |
| Website | A study guide outlining ways to respond to questions effectively during presentations | University of Leicester | <http://www2.le.ac.uk/offices/ld/resources/presentations/questions> |
| Website | This resource includes keyboard instructions for power point users | University of Leicester | <http://www2.le.ac.uk/offices/ld/resources/presentations/using-ppt> |
| Website | A guide to the planning, preparing and presenting stages of presentations as well as giving advice on dealing with stress management | University of Leicester | <http://www2.le.ac.uk/offices/ld/resources/presentations> |
| Website | Presentation software template for interview and audience based scenarios | Prezi | <https://prezi.com/5w17ge2jovyu/how-to-make-a-prezi-presentation/> |
| Website | A video clip on how to prepare for an Interview Presentation | Monster recruitment | <https://www.youtube.com/watch?v=VCr7ZXNKz6A> |
| Website | This is a CV preparation webpage that is targeted at the Irish market | optimum career | <http://www.cpaireland.ie/careers/careers-resource/presentations> |
| **Business documents** | Resource Website | Provides online tutorials with an emphasis on Excel and Word templates from the Microsoft Office suite | GCFLearnFree | <http://www.gcflearnfree.org/office> |
| Website | A resources site that looks at developing formal writings skills | University of Kent | <https://www.kent.ac.uk/careers/sk/written-communication.htm> |
| Website | This targets reading techniques with hyperlinks on topics such as effective note taking, thought mapping and critical reading. A pdf version is offered. | University of Leicester | <http://www2.le.ac.uk/offices/ld/resources/study/reading> |
| **Research skills** | Website | Gives guidelines on how to prepare for a research project | Green Gyaanam | <http://www.slideshare.net/GreenGyaanam/project-writing-58591580> |
| Website | Explains how to create a format for a project proposal with a reference section. Offers a power point and print version. | SSWM | <http://www.sswm.info/content/project-proposal-writing> |
| Website | This site shows advanced presentation options like rehearsal tips, timing, video clip inserts as well as customised slides | GCF Learning | <http://www.gcflearnfree.org/powerpoint2013/advanced-presentation-options/1/> |
| Online Document (pdf) | Explains the importance of referencing and the danger of plagiarism with a guide to compiling a reference list or bibliography | Dublin Institute of Technology | <https://www.dit.ie/media/images/study/maturestudents/HarvardReferencingGuide.pdf> |
| Online Document (pdf) | DCU Library Guide to Harvard Style of Citing & Referencing | Halpin & Callaghan | <https://www4.dcu.ie/sites/default/files/library/LibraryGuides/Citing%26Ref-printedversion2015.pdf> |
| Website | A video clip giving an overview of Quantitative and Qualitative data | Lee Rusty Waller | <https://www.youtube.com/watch?v=DxFuw22bPnE> |
| Website | Tutorials that describe the steps of the research process. This tutorial explains the importance of credible resources | [Vaughan Memorial Library](http://library.acadiau.ca/), Acadia University | <http://library.acadiau.ca/sites/default/files/library/tutorials/webevaluation/> |
| **Vocal skills** | Website | Advice on how to prepare for speaking in public | TED Talks | <https://www.ted.com/talks/julian_treasure_how_to_speak_so_that_people_want_to_listen> |
| Website | This suggests appropriate listening techniques for use in formal and informal scenarios, like in an interview | TED Talks | <https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation> |
| **Listening and speaking skills** | Online Document (pdf) | This looks at core management skills | George Kohlrieser | <http://www.imd.org/research/publications/upload/PFM149_LR_Kohlrieser.pdf> |
| Website | Offers suggestions on how to approach difficult situations in the workplace | Goals and Achievements | <http://goalsandachievements.com/leading/7-key-tips-for-dealing-with-difficult-situations/> |
| You tube | This video deals with problems associated with effective and active listening and how to overcome these problems using verbal and non-verbal behaviour | How to relate to people in business | <https://www.youtube.com/watch?v=7AxNI3PhvBo> |
| You tube | A video segment on using effective listening techniques towards customers with tips for successful resolutions | [Fig ESSA](https://www.youtube.com/channel/UCOY1_pTiEVFsrMHB9TpKnWw) | <https://www.youtube.com/watch?v=C8zNx_IarUw> |
| Website | This has examples of phrases and ideas for individuals to use in order to express their experiences of working on their own or in a supervisory role | Job search advice | <http://www.jobsearchadvice.com.au/index.php/job-search-advice/selection-criteria-example-professional-response/> |
| Website | Discusses the skills and values that are attractive to employers | Live career | <https://www.livecareer.com/quintessential/job-skills-values> |
| Online Document (pdf) | A supervisory skills checklist | APN Consulting | <http://www.apndairy.com/images/downloads/Supervisory%20skills%20checklist.pdf> |
| Website | A chart on being a leader and manager | Changing minds | <http://changingminds.org/disciplines/leadership/articles/manager_leader.htm> |
| Website | Video clip on leadership values including management comparison chart with reference links | Diffen | <http://www.diffen.com/difference/Leadership_vs_Management> |
| Online Document (pdf) | This tackles communication issues like constructive and effective feedback | Edward G. Wertheim | <https://ysrinfo.files.wordpress.com/2012/06/effectivecommunication5.pdf> |
| **Critique of a topic** | Website | This looks at reflective practice as a method of assessing behaviour | Businessballs | <http://www.businessballs.com/reflective-practice.htm> |
| Website | The author offers a general introduction to critical reading | Dan Kurland | <http://www.criticalreading.com/critical_thinking.htm> |
| Website | This is a comparison chart of the following terms: objective and subjective | Diffen | <http://www.diffen.com/difference/Objective_vs_Subjective> |
| **Communication Skills: Stepladders to success for the Professional** | Book | The book covers making presentations to producing a concise CV to examining the real effectiveness of e-mail and PowerPoint versus face-to-face communication. Chapters online include ‘Interpersonal Skills’, ‘Listening and Interviewing, ‘That favourite - the Telephone’, ‘Communicating in and out of the Chair’ and ‘Specific types of Writing’. | Author(s): Richard Ellis (2002)  Intellect Books. | <https://books.google.com.au/books?id=o_GNiOrRUx4C&pg=PA21&source=gbs_toc_r&cad=3#v=onepage&q&f=false> |
| **Modern Office Technology and Administration** | Book | The book explains desktop applications used in an office and the terminology associated with computer networks. | Author(s): Joan Gallagher and Siobhán Creedon  Published by: Gill and MacMillan | <http://www.gilleducation.ie/business-/business-/modern-office-technology--administration> |
| **Effective Communication** | Book | The book looks into the main methods of collecting information from primary and secondary research techniques. | Author(s): Nicholas Harvey  Published by: Gill and MacMillan | <http://www.gilleducation.ie/communications/communications/effective-communication> |

Useful Organisations:

|  |  |
| --- | --- |
| **Name** | **Contact Information** |
| Commission for Communications Regulation | <https://www.comreg.ie/about/> |
| Department of Communications, Climate Action and Environment | [http://www.dccae.gov.ie/en-ie/Pages/home.aspx#](http://www.dccae.gov.ie/en-ie/Pages/home.aspx) |
| Competition and Consumer Protection Commission | <http://www.consumerhelp.ie> |
| Data Protection Commissioner | <https://www.dataprotection.ie/viewdoc.asp?DocID=4> |
| Data Protection (Amendment) Act 2003 | <http://www.irishstatutebook.ie/eli/2003/act/6/enacted/en/html> |
| Health and Safety Authority | <http://www.hsa.ie/eng/Topics/> |
| Communications Workers’ Union | <https://www.cwu.ie/Services/Health-Safety.69.1.aspx> |
| Facebook | <https://www.facebook.com/policies> |

|  |  |
| --- | --- |
| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses | <https://www.mooc-list.com/> |
| Microsoft - Toolkit on Internet safety for enterprise and organisations | <http://www.microsoft.com/en-us/download/details.aspx?id=10484#overview> |