

Cross Cultural Negotiations (CCN) Courses
For your Mobile Devices – Android and Apple
Hosted on Joint Knowledge OnLine (JKO)

Course Descriptions:

Three separate courses. The first section of each is the same material which includes the basics of culturally adaptive negotiations, the language of negotiations, cultural cues affecting negotiations, and a skills lab to measure understanding. Section two of each provides a mission specific scenario to further illustrate CCN concepts and principles. Once you have completed the first section of any one of the courses, you will not need to repeat that material for either of the other two courses.

Civil Affairs Mission – SOUTHCOM (Colombia)
Force Protection Mission – AFRICOM (Algeria)
Humanitarian Assistance – PACOM (Philippines)



How to Access:

- All Courses work on the free JKO Mobile Learning app.
- With this app, you can take the CCN courses as well as download unclassified books, working aids, videos, podcasts and public content and other “not for credit” courses
- To take a “for credit” course such as these new CCN course, you’ll need a Personal Identification Number (PIN)

Why Do I Need A PIN?

- Your PIN communicates with the JKO LCMS (JKO Learning Management System) to show your enrollment and course completion.
- To obtain your PIN, simply complete the JKO Mobile Course (J7OP-US1126) on the JKO web site.

1. Go to <https://jkodirect.jten.mil> log in, & select “Course Catalog”
2. Enter “JKO Mobile” in the search box above the “Title” & select “Search”
3. Select the “Enroll” button, follow the prompts & select “Launch”
4. Complete the short course to obtain a PIN

(Note: If you forget or lose your PIN you will have to retake the short course but the PIN re-issued will be the same)

How Do I Download the CCN Courses to My Device?

- Open the JKO Mobile Learning App on your device using your new PIN
- You will only need to use your PIN the first time. It will remember you for all future activity
- Select the “Library” panel at the bottom of the screen
- Select the “Culture and Language” area
- You will see all three CCN mobile courses.
- Select “download” one or all three
- Very important that you download the large files via a Wi-Fi connection so you do not risk using your personal data limits.
- The courses are now located in your “content” section of the Mobile App

(Note: When you download the JKO app it synchronizes your device with the JKO LCMS and will continuously communicate your progress while you are working through the courses. Then at completion of the course you receive credit. You can complete the courses while your device is in “Airplane Mode.” Once Wi-Fi connection is reestablished, the signal will update JKO of your progress)

How Do I Get a Certificate?

- Completions are sent to the desktop JKO LCMS when you have connectivity
- You cannot get a certificate from your mobile device due to PII limitations

Need Help?

- For any questions, contact the JKO Help Desk at:
 - Comm: 757-203-5654
 - DSN: 668-5654
 - jkohelpdesk@jten.mil