

# INTERPERSONAL SKILLS FOR GOVERNMENT LEADERS AND MANAGERS

A 2 or 3-Day Hands-On Workshop

## **Course Description:**

This interactive hands-on workshop improves awareness and skills necessary for effectively working with peers, employees, managers and senior leaders. Interpersonal Skills in the government workplace is an essential skill to master to achieve the full potential of an organization. In this brief, you'll learn about interpersonal communication and fundamental processes to improve interpersonal skills in the government workplace.

## **Learning Objectives & Topics Covered in this Workshop:**

- Understand Why Interpersonal Skills Matter in Highly Technical and Educated Organizations
- Discuss How Interpersonal Skills Will Become the Great Differentiator
- Evaluate Non-verbal Communication of Self and Others
- Practice Encoding – Transferring Mental Thoughts into Understandable Verbal Exchange
- Practice Decoding – Processing Information into Understanding
- Understand Body Language and the Yours Has
- Apply Contextual Awareness
- Assess and Control Communication Barriers

**Audience:** This workshop is designed for government leaders and managers.

## **Toolkits:**

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

## **Additional Information**

**CPE Credits:** 13.0-20.0

**CEU Credits:** 1.1-1.7

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:**

Personal Development

**Delivery Method:** Group Live – Classroom

