

# Interpersonal Skills for Government Leaders and Managers

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## A 1 Day Hands-On Workshop

A 1-Day interactive hands-on workshop improve 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.

### Topics Covered —

- Why Interpersonal Skills Matter in Highly Technical and Educated Organizations
- How Interpersonal Skills Will Become the Great Differentiator
- Non-Verbal Communication
- Understanding Body Language and The Impact Yours Has
- Encoding – Transferring Mental Thoughts Into Understandable Verbal Exchange
- Decoding – Processing Information Into Understanding
- Barriers to Effective Interpersonal Skills
- Understanding the Impact of Context
  - Psychological Context
  - Relational Context
  - Situational Context
  - Environmental Context
  - Cultural Context
- How to Develop and Improve Your Interpersonal Skills
  - The Two-Way Process
  - Developing Communication Objectives
  - Assessing and Controlling Barriers
  - Active Listening
  - Applying Contextual Awareness
  - Delivery

### Additional Information

**CPE Credits:** 7.0

**CEU Credits:** 0.6

**Program Prerequisites:** None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:** Personal Development

**Delivery Method:** Group Live – Classroom



**Refund/Cancellation Policy:** TMS has a 2 week cancellation policy. Courses cancelled 2 weeks prior to the program start date will receive a full refund. Courses cancelled within 2 weeks from the program start date will not receive a refund for the program. | **Complaint Policy:** For more information regarding administrative policies, such as complains, please contact Stacey Kruse at [stacey@tmsworkshops.com](mailto:stacey@tmsworkshops.com) | **Official National Registry of CPE Sponsor's Statement:** Technical Management Services (TMS) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.NASBARegistry.org](http://www.NASBARegistry.org).

In order to be awarded the full credit hours, you must be present, registering your attendance and departure on the attendance sheets.