

BUSINESS PROFESSIONAL CERTIFICATION

A 3 or 5 Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

Course Description:

The program aims to improve the overall ability of workplace managers to more effectively utilize their resources. The program presents skill building modules that focus on the following core competencies: Professionalism, Communication, Business Writing, Customer Service, Conflict Management, Organization and Time Management, Management Skills, Critical Thinking and Decision-Making.

Learning Objectives & Topics Covered in this Workshop:

- Analyze organizational norms, trends and workplace processes
- Develop and deliver a professional presentation
- Develop conflict management plans
- Understand and Identify effective business communication techniques
- Practice critical thinking and decision-making techniques

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

Toolkits:

Receive a **Student Handbook** and **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: 23.0- 39.0

CEU Credits: 2.0- 3.4

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level:

Intermediate

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Live Virtual Classroom



The TMS Philosophy and Approach

1 Quality Training

Interactive training that focuses on the **latest trends** in the government workforce utilizing instructional techniques based upon **innovative** adult learning practices delivered by certified, experienced, world-recognized and award-winning instructors.

2 Dynamic Instruction

You will find an **engaging environment** where attendees will build upon their professional habits, techniques, and skillsets through a series of **practical, participant-focused exercises** led by an energetic instructor who has over two decades of government and subject-related experience.

3 Personalized Learning

We tailor the classroom objectives to the participant's **personal goals, professional goals**, and the organization's mission.

4 Ongoing Support

Attendees receive an **online toolkit** with checklists, guidelines, & many more resources to enable participants to take their new skills and tools they learned in-class & apply them in their workplace.

5 OPM ECQ-Focused

Each TMS course is developed based on OPM's **Executive Core Qualifications**; this means each TMS course is designed to not only address the core competencies in a government culture, but we provide the skills needed and **results-driven** objectives to immediately influence performance, and professional development.

Student Feedback from FY19:

"I have 23 years federal service. This was the best instruction/instructor I've ever had the pleasure of meeting!"

"This was the BEST class I've attended in my 30 years of government."

"In 35 years of attending training with the government, this is the best format by far."

"Instructor was engaging and dynamic. Easily the best training I've attended in the last 8 or more years."

INTERACTIVE CLASSROOMS



Classroom time is focused on group discussion, case study review, & small group exercises; NOT POWERPOINT