

## BUSINESS PROFESSIONAL CERTIFICATION

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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 skill sets 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.

ANY training can be delivered **VIRTUALLY** and **IN-PERSON!**

#### *Student Feedback from FY20:*

*"I would say this has been the most outstanding training I can recall in over 30 years of civil service."*

*"One of the BEST courses on leadership principles I've taken ... Really enjoyed it."*

*"I've never done a virtual class like this - I was very impressed ..."*

#### INTERACTIVE CLASSROOMS



Classroom time is spent on group discussion, case study review, & small group exercises; **NOT POWERPOINT PRESENTATION.**