



# COMMUNICATION AND INTERPERSONAL SKILLS

*How to Develop Your Communication and Interpersonal Skills Due to Today's Government Workplace*

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A 1- Day Hands-On TMS Workshop  
*Delivered in Live or Live Virtual Classrooms!*

## **Course Description:**

Recent studies by OPM and the Department of Labor have shown that those with higher competency in interpersonal skills and communication are higher performers, viewed more positively by their managers and get promoted faster. This interactive hands-on workshop improves awareness and skills necessary for effectively communicating and working with peers, employees, managers and senior leaders. In this workshop, you'll learn about interpersonal communication and fundamental processes to improve interpersonal skills in the government workplace.

This instruction presents skill-building modules that focus on the following core competencies: professionalism, communication, strategies for persuasion and understanding others' perspectives. Each participant will build a personal development strategy in class that is applicable to the government work environment.

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

- Understand Why Interpersonal Skills Matter in Today's Organizations
- Discuss How Interpersonal Skills Will Become the Great Differentiator in the New Government Workplace
- Assess Communication Skills in Class
- Develop Emotional Intelligence (EQ) Skills
- Apply Effective Listening Techniques to Improve Understanding
- Apply Techniques to Speak More Confidently to Build Rapport and Increase Understanding of Intent

**Audience:** This workshop is designed for government employees.

### **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:** 7.0

**CEU Credits:** 0.6

**Suggested Program Prerequisites:**

None

**Advanced Preparation:** None

**NASBA Program Level:** Basic

**NASBA Field of Study:** Personal Development

**Delivery Method:** Group Live – Live Virtual Classroom





- Understand Communication Styles
- Construct Conversations to Influence People
- Enhance Written Communication Professionalism Skills
- Model Confidence to Make a Bigger Impact on Their Audience
- Understand and Apply Effective EQ Techniques to Improve Communication
- Evaluate Non-verbal Communication of Self and Others
- Practice Encoding – Transferring Mental Thoughts into Understandable Verbal Exchange
- Practice Decoding – Processing Information into Understanding
- Understand Communication Influencers
- Develop an EQ and Communication Improvement Plan
- Apply Contextual Awareness
- Assess and Control Communication Barriers
- Apply Active Listening Skills