



Communication and Interpersonal Skills

*A 1-Day Hands on TMS Experience
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. 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 other perspectives. Each participant will build a personal development strategy in class that applies 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
- Understand communication styles
- Construct conversations to influence people
- Enhance written communication and 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

Audience:

This workshop is designed for all government personnel.

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: 8.0

CEU Credits: 0.8

Suggested Program

Prerequisites: None

Advanced Preparation:

None

NASBA Program Level:

Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live
– Live Virtual Classroom





- Develop an EQ and communication improvement plan
- Apply contextual awareness
- Assess and control communication barriers
- Apply active listening skills