COURSE SYLLABUS

Professional Skills for Performance (Self-Paced)

We're committed to helping you grow your career as you meet your agency's goals of efficiency and effectiveness. That's why we're offering this OnDemand course bundle, updated to keep pace with the evolving federal workplace. Let GSUSA equip you with actionable knowledge you can use to adeptly handle the new challenges you face.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/professional-skills-for-performance-ondemand



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Course Outline

This package includes these courses

- Communication Skills Course (Self-Paced) (0 hours)
- Managing Multiple Priorities Course (Self-Paced) (6 Hours)
- Briefing Techniques Course (Self-Paced) (18 Hours)
- Communicating for Results Course (Self-Paced) (12 Hours)
- Constructive Conflict Resolution Course (Self-Paced) (12 Hours)
- Effective Government Correspondence Course (Self-Paced) (12 Hours)
- Effective Meetings Course (Self-Paced) (12 Hours)
- Leadership Essentials Course (Self-Paced) (18 Hours)
- Listening and Memory Development Course (Self-Paced) (12 Hours)
- Negotiating Techniques Course (Self-Paced) (12 Hours)
- Positive Approaches to Difficult People Course (Self-Paced) (12 Hours)
- Time Management Course (Self-Paced) (12 Hours)
- Assertiveness Skills Course (Self-Paced) (12 Hours)
- Customer Service Excellence Course (Self-Paced) (12 Hours)
- Effective Communication with Customers Course (Self-Paced) (12 Hours)
- Interpersonal Communications Course (Self-Paced) (12 Hours)
- Preparing to Lead in the 21st Century Course (Self-Paced) (12 Hours)

Communication Skills Course (Self-Paced)

- Recognize your own behavior style

- Deal effectively with different personalities
- Organize and deliver an oral presentation
- Recognize communication barriers and how to minimize them
- Organize your written work more clearly and concisely

Managing Multiple Priorities Course (Self-Paced)

- Identify and resolve barriers to setting priorities.
- Prioritize tasks based on degree of importance and urgency.
- Apply the SMART goal-setting system.
- Plan your time more efficiently.
- Eliminate time wasters.
- Organize and handle paperwork and files efficiently.

Briefing Techniques Course (Self-Paced)

- Define the objective and build your message accordingly.
- Utilize the correct style and tone to convey your information.
- Analyze your audience and the setting.
- Organize your key points in a logical and concise manner.
- Learn how to stick to the point and avoid rambling.

Communicating for Results Course (Self-Paced)

- Identify and use the elements in the communication process for understanding and action.
- Speak in clear statements with specific meaning.
- Recognize and interpret verbal and nonverbal feedback.
- Listen for intent and meaning in the message.
- Understand the difference between assertive, nonassertive, and aggressive behavior.
- State needs assertively.
- Discuss problems and challenges with coworkers and supervisors in a positive manner.

Constructive Conflict Resolution Course (Self-Paced)

- Recognize attitudes and behaviors that create conflict.
- Analyze conflict situations and select appropriate strategies to resolve the differences.
- Resolve conflict with constructive confrontation and resolution skills.
- Anticipate and prevent conflict.
- Create conditions that encourage cooperation.

Effective Government Correspondence Course (Self-Paced)

- Understand the qualities of good correspondence as they apply to a 21st-century government environment.
- Identify and correct weaknesses and errors in correspondence documents, including email.
- Apply the priorities for effective correspondence using a systematic yet flexible writing process. Analyze the intent, purpose, and audience of correspondence-writing tasks.

- Apply techniques to overcome writer’s block, reduce stress, and efficiently complete correspondence-writing tasks.
- Prepare drafts through techniques for composition, including modifying templates and model documents.
- Compose drafts from mind maps, notes, and outlines.

Effective Meetings Course (Self-Paced)

- Determine situations when a meeting is (or is not) an appropriate tool to use to accomplish a specific purpose.
- Explain the importance of defining a meeting's purpose or desired outcome.
- Define the role of the meeting leader, timekeeper, recorder, and participant.
- Practice conducting portions of meetings.
- Construct a timed agenda to keep a meeting on topic and on time.
- Identify tips to plan and prepare for challenging meetings.

Leadership Essentials Course (Self-Paced)

- Apply principles and styles of leadership.
- Practice risk and conflict management.
- Empower and delegate to others.
- Effectively set goals.

Listening and Memory Development Course (Self-Paced)

- Understand aspects of effective listening.
- Adjust listening habits to become better listeners.
- Improve listening skills.
- Learn the capacities of the brain to remember.
- Apply a variety of memory enhancement techniques.

Negotiating Techniques Course (Self-Paced)

- Identify what you MUST do.
- Identify other perspectives.
- Build relationships.
- Recognize and eliminate relationship killing behaviors.
- Identify and use many tools to achieve results.
- Use interest-based techniques.

Positive Approaches to Difficult People Course (Self-Paced)

- Deal effectively with criticism.
- Recognize conflict-inducing behaviors.
- Analyze your assertive responses.
- Use a six-step technique to develop assertive responses.
- Identify the eight types of difficult people.
- Identify the four quadrants that encompass the eight types of difficult people.
- Identify the strengths and weaknesses of each quadrant.

- Identify positive strategies for dealing with people.

Time Management Course (Self-Paced)

- Recognize the benefits of time management, evaluate productivity, identify goals and set priorities.
- Use technology to save time instead of wasting time.
- Maintain a reasonable workload by managing expectations.
- Increase productivity by controlling interruptions and meetings, and recognize factors that adversely affect productivity.
- Avoid information overload by identifying causes, screening information, controlling paperwork, using a filing system to organize your office and communicating effectively.

Assertiveness Skills Course (Self-Paced)

- Distinguish between nonassertive, aggressive, passive-aggressive, and assertive behavior.
- List common barriers to communication at work.
- Recognize different communication patterns in the workplace.
- Define congruent verbal and nonverbal communication.
- Identify solutions that may reduce conflict. Receive assertive criticism.

Customer Service Excellence Course (Self-Paced)

- Understand customer service and service excellence.
- Know the basics of service excellence.
- Explain why customer service is important to you, your organization, and your customers.

Effective Communication with Customers Course (Self-Paced)

- Explain the relationships between effective communication and quality service.
- Apply effective listening skills to your interactions with customers.
- Apply effective communication skills to your interactions with customers.
- Identify effective responses to difficult situations.
- Handle requests, problems, and complaints in a professional manner.

Interpersonal Communications Course (Self-Paced)

- Adjust your conversational style to meet the needs of others.
- Understand why you respond in a particular way to conflict.
- Listen more effectively.
- Work through or prevent conflict by avoiding destructive statements or actions.
- Recognize and use appropriate behavior to work harmoniously and productively.
- Select the best option for negotiating.

Preparing to Lead in the 21st Century Course (Self-Paced)

- Describe the fundamental state of leadership.
- Assess personal leadership readiness and capacities.
- Identify everyday leadership opportunities and choices.

- Apply a critical thinking process to everyday situations.
- Identify personal leadership development strategies.