

LEADERSHIP

Courses From Graduate School USA



Real-World
Training
For Real-World
Challenges


Graduate School USA

graduateschool.edu/lm 888.744.GRAD

Leadership at GSUSA

At Graduate School USA (GSUSA), we know that your organization's great performance can only be preceded by great preparation. Our courses and programs are designed to prepare you to fulfill your potential, while strengthening both your individual and organizational performance.

The Tools You Need to Succeed

Many of our courses and programs are suitable for individuals at various levels. By providing practices, knowledge, principles, and skills that integrate a range of approaches, these courses and programs help both individuals and organizations to achieve a higher level of performance. Among the curriculum offerings are leadership seminars, competency-based learning applications, and a wide variety of programs that assist a spectrum of learners, from those who wish to enhance their career development to those managers who wish to prepare for the SES.

Integrated Training Programs and Government Experience that Work for You

While continuing to meet the needs of government, we also provide these successful training programs to non-profits, associations, government contractors, and private enterprises of all kinds. Discover how your organization can benefit from our government experience, forward thinking development plans, and our unique combination of experiential and learning techniques.



Certificates of Accomplishment in Leadership, Supervision, and Management

Given the challenges that government faces today — *increased accountability, changing laws and regulations, tighter budgets* — the demand for skilled leaders is greater than ever before.

Graduate School USA's Certificates of Accomplishment in Leadership, Supervision and Management provide the education and foundation to develop individuals who are critical to the successful operation of the public sector.

Individual certificate programs are offered at three levels:

Team Leader Certificate Program

Supervisor Certificate Program

Manager Certificate Program

The Leadership, Supervision, and Management certificate programs comply with OPM requirements listed in CFR Title 5, Subchapter B, Part 410 Training and Part 412 Supervisory, Management and Executive Development.

Participants have up to two years to complete any one of the three program certificates. You may apply for these programs online. For more information about these or other certificates, please contact the certificate advisor at (202) 314-3314, or certificates@graduateschool.edu.



Visit graduateschool.edu/lm for more information.

Leadership Curriculum

Leadership Skills for Non-Supervisors

ADMB7006D 1.2 CEU \$799

Gain the respect and support of others by learning essential leadership skills. Master handling different personality types, delegating effectively, overcoming conflict without making enemies, and building stronger, more successful teams.

Emotionally Intelligent Leaders

LEAD8007L 1.2 CEU \$899

A common characteristic of effective leaders is a high degree of what psychologists call "emotional intelligence." Research indicates that not only is emotional intelligence more important than technical skills or traditional cognitive skills in shaping leadership effectiveness, but an organization's success is directly related to the emotional intelligence level of its leaders. Learn how to assess, develop and apply the emotionally intelligent competencies required for a leadership position.

The Leadership Challenge

LEAD8010L 1.2 CEU \$1149

The Leadership Challenge is the solution for you if you want to become the very best leader in every aspect of your life. Based on the research of award-winning and best-selling authors, Jim Kouzes and Barry Posner, learn the Five Best Practices of Exemplary Leadership identified through their research. Explore how you can go places you have never been before, and also take others with you in the future.

Mentoring Skills

MGMT7006D .6 CEU Available by Contract Only

Explore the specific roles, critical skills and key principles that support a successful mentoring experience. Discover strategies for developing an effective learning partnership and learn how to write a mentoring contract, conclude a relationship and avoid problems that can destroy the partnership.

Leadership Essentials

MGMT7020D 1.8 CEU \$1079

Unlock your ability to lead effectively with this in-depth course. Learn the difference between leading and managing; explore proven techniques to communicating effectively; think strategically; and move from a reactive environment to a proactive one.

Introduction to Management

MGMT7099D 3 CEU \$1399

Cross the threshold into a key government position with the knowledge acquired in this comprehensive training for new and prospective managers. Learn about the four seemingly daunting challenges managers face, and explore how to handle them. Learn exciting concepts, such as the Pygmalion effect, the Trump vs. Gandhi power model, and more. OPM's leadership competencies are at the heart of this course, and a detailed self-assessment is provided to guide you on the path of further development.

The Power of Influence over Authority

MGMT7120D .6 CEU \$499

Great leaders leverage their power and authority to influence others. While authority and power may lead to compliance, a more powerful force, influence, leads to commitment. Discover the key elements associated with influencing others--the strategic use of power, motivating your employees, and building and nurturing trust.

From Peer to Leader:

Successfully Navigating the Transition

MGMT7125D .6 CEU \$499

Address the changing relationship dynamics inherent in supervising former peers and learn specific techniques and strategies for success. Learn to develop new, appropriate relationships with former peers, establish new guidelines and rules of engagement and leverage previous relationships. Build and cultivate a new network of workplace peers to ensure success.

Visit graduateschool.edu/lm for more information.

Leading Change

MGMT7201D 3 CEU \$1699

Gain the knowledge and skills you need to help shape the future of your organization. Explore various tools for understanding and facilitating change, and strategies for managing and shaping change. Discover the endless possibilities to exercise true leadership.

Leadership Communication

MGMT8112D 1.2 CEU \$799

Become the leader who people want to follow. Focus on one of the most crucial competencies of a good collaborative leader: strong communication. Learn to connect with people to build trust and loyalty, use emotional intelligence to build rapport, how to bridge and leverage cultural and generational distances, and how to use these skills to reach consensus, build teams and develop better workers.

Coaching Skills for Today's Leaders

MGMT7006D .6 CEU Available by Contract Only

Coaching is an essential skill for leaders at all levels. Learn to develop productive employees and build effective teams. Review various coaching methods to motivate others, capitalize on their strengths and build trust that will foster growth. Learn how to give constructive feedback, maximize coaching opportunities and avoid common pitfalls.

Managing a Virtual Workforce

MGMT9013D .6 CEU Available by Contract Only

Many of today's supervisors and managers must manage a workforce of teleworkers, contractors, remote team members and others they do not see on a daily basis. Learn how to manage remote workers successfully, without sacrificing performance or control. Discover the requirements of the Telework Enhancement Act of 2010 (Public Law 111-292), and discuss the challenges of implementing those requirements.

Managing a Virtual Workforce Cont'd

Recognize the similarities in managing on-site and virtual employees, and learn tips for managing virtual teams.

The course can be customized to include aspects of your workforce polices, any applicable collective bargaining agreements, and agency specific scenarios.

Preparing to Lead in the 21st Century

MGMT9020D 1.2 CEU \$799

Gain a fundamental understanding of leadership and an increased awareness of your own leadership capacities. Receive opportunities to experience personal leadership while building skills in self-awareness and critical thinking. Discover how to integrate a leadership mind-set into your everyday activities and how to approach situations in a collaborative and self-directed manner.

Telework: A Manager's Perspective

MGMT9021D .4 CEU Available by Contract Only

Discuss how to motivate and equip managers to initiate telework agreements. Discover the requirements of the Telework Enhancement Act of 2010 (Public Law 111-292), and discuss the benefits and challenges of implementing those requirements. Analyze position descriptions and employee characteristics to assess suitability for telework and explore real-life team scenarios. Discover helpful resources, including links to online tools, for use back at the office.

When delivered at an agency's location, the course may be customized to include aspects of the agency's telework policy and collective bargaining agreements, and agency specific scenarios.

Negotiating Techniques

MGMT9104D 1.2 CEU \$699

Learn to create win-win situations and improve work relationships with colleagues, employees, customers, and others. Focus on issues of negotiation, including using multiple strategies, applying the no-fault formula, interest-based methods, and empathy in the negotiation process. This course is part of the Certificate of Accomplishment in Project Management.

Strategic Planning for Government Organizations

MGMT9200D 1.8 CEU \$979

Use strategic planning, lessons learned from Government Performance and Results Act (GPRA) implementation and practical guidance to create a solid framework to meet your organization's challenges. Discover how to develop and use mission statements, strategic plans and performance plans to achieve measurable results. Bridge the gap between strategic planning and the budget process and learn how the management scorecard is linked to GPRA.

Managing Employee Trust

SUPV7089D .6 CEU \$499

Increase the effectiveness and efficiency of your team by building trust. Statistical research documents that trust drives about two-thirds of organizational performance. Participants will complete a survey entitled "Organizational Communications" enabling them to identify trust shortfalls at their agency. Based on learning during the course, participants will formulate a specific plan to enhance agency trust and performance.

Jump Starting High-Performing Teams: The Fundamentals

TDEV7021D 1.2 CEU \$799

Learn the essential skills for establishing healthy group dynamics and developing a strong team. Whether you are a team leader or team member, gain the skills necessary for effective team performance in this highly interactive. Bring this course on-site to train your entire team cost effectively. This course is part of the Certificate of Accomplishment in Program and Management Analysis.

Facilitator Workshop

TDEV8120D 2.4 CEU \$1149

Keep meetings, group discussions and other activities organized and on schedule. Develop your own style of facilitation by learning group dynamics, strategic management of decision making and problem solving. Discover time-tested techniques for managing conflict, methods of intervention, and effective listening and feedback.

Leading Teams and Groups

TDEV8200D 1.8 CEU \$1079

Acquire the knowledge and best practices you need to be an outstanding team/group leader. Bring your team/group to a higher level by confidently managing tasks and motivating members to be the best they can be.

This course is part of the Certificates of Accomplishment in Human Resources Management, Team Leader Certificate Program, and the Certificate of Accomplishment in Project Management.

The GSUSA Difference

Graduate School USA provides a stimulating environment for a community of learners who value networking and sharing experiences, while developing the skills and knowledge that will help them improve agency productivity, as well as enhance their careers.

Customer Service

Graduate School USA (GSUSA) understands that the entire learning experience is important. That's why we provide the support you need to get the most out of your time with us, from registration through course completion.

Get assistance with course selection, registration, and more. Have certification or other requirements to meet? No problem. If you need course customization or on-site training, we can make that happen, too. GSUSA's business and curriculum development experts can work with you to make sure you get exactly the kind of training you need, when and how you need it.

Knowledgeable, well-prepared customer service professionals: *They're part of the GSUSA Difference.*

Our Instructors

Agencies and individuals rely on GSUSA for professional training and development that supports organizational and career success. And our instructors are a big part of the reason they keep coming back.

GSUSA courses are delivered by experts who bring relevant professional experience to their teaching, and share a genuine commitment to addressing real-world needs in the classroom.

There are several key ingredients that make up the Graduate School USA difference. But, the most important one is – YOU! We take pride in creating dynamic training programs with only the most experienced instructors, who understand how to help you achieve individual and organizational success.

At GSUSA, your success really is our mission!

Visit graduateschool.edu/lm
for more information.



Real-World Training For Real-World Challenges



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The Leadership Curriculum

Great leaders don't just know the way, they show the way.

The best leaders are always learning and for more than 95 years, they've been learning from us. Let Graduate School USA help you achieve your leadership career goals and your agency's mission.

Visit

graduateschool.edu/lm
for more information.



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