

Professional Skills for Performance (Self-Paced)

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Course Outline

This package includes these courses

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

Communication Skills (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 (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 (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 (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 (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 (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 (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 (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 (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 (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 (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 (Self-Paced)

- Recognize the benefits of time management, evaluate productivity, identify goals and set priorities.
- Use technology to save time instead of waste 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 (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 (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 (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 (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 (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.