

Interpersonal Skills

OLC Course Recommendations

Competency Definition

Treats others with courtesy, sensitivity, and respect; considers and responds appropriately to the needs and feelings of different people in different situations.

OLC Component Titles

Business Etiquette for Supervisors

COURSE TSA-COMM-ETIQ4SUPV-SKSFT

Description: Some supervisors seem to be able to energize their employees to give their best efforts. Other supervisors have to engage in a battle of wills to accomplish the simplest tasks. What's the difference? According to a 19th-century management thinker, a supervisor: -has the power to make employees happy or unhappy; and to make their jobs a pleasure or a burden. A supervisor's power lies in words and looks, things so intangible they are impossible to measure. - In other words, supervisors increase their own effectiveness as well as the effectiveness of their subordinates simply by the way they conduct everyday tasks. In short, they do it by applying simple etiquette. In this course, the learner will explore the special etiquette of being a supervisor, the etiquette of one-on-one interactions with subordinates, the etiquette of listening as a supervisory tool, and the supervisor's role in sharing information between his subordinates and the rest of the company. **Duration=3.0**

Communicating for Contacts

COURSE TSA-COMM-CONTACTS-SKSFT

Description: Although the old adage, -It's not what you know but who you know that counts- is not a firm basis on which to build your career, it is true that your ability to build relationships with influential people both inside and outside of your company has definite benefits. You know the importance of creating a good impression and raising your profile with those who can have a positive impact on your future success with the company, but how exactly do you go about achieving this? Not surprisingly, appropriate communication plays a large part. In this course, you will learn how to improve your skills as an interesting and interested conversationalist and how to overcome the inherent shyness that many people experience when faced with a room full of strangers. The course also gives practical strategies for - networking- effectively in common business environments such as trade shows, conferences, or business socials. Armed with these skills, your confidence will soar, and you will cruise through events and gatherings that may currently fill you with dread and foreboding. **Duration=4.5**

Communicating for Results

COURSE TSA-COMM-RESULTS-SKSFT

Description: For many people, success in the workplace depends on their abilities to influence others to take a particular course of action. This course gives a practical demonstration of how to communicate for best results in three common, but sometimes difficult, situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. Whether you want help with a particular task, or need someone else to undertake the task on your behalf, this course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your intention is to report or to persuade, if you also want to impress your boss, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time. **Duration=5.0**

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Communication Business Etiquette

COURSE TSA-COMM-ETIQUETTE-SKSFT

Description: -How's it going? - Is this an appropriate greeting in today's corporate workplace? How about telephone use? Is it always necessary to return phone calls? If so, how soon should you do it? Is e-mail the method of choice for communicating all your ideas, or is another way better? How important is your tone of voice when dealing with a customer? All these questions are a matter of etiquette. How you communicate--in person, over the phone, electronically, and with customers--has a direct effect on how people treat you, on whether you sell your idea or product, and on how quickly you advance in your career. In this course, you'll learn the subtleties of communication etiquette in the world of business.

Duration=2.5

Defining Emotional Intelligence

COURSE TSA-COMM-WHATISEI-SKSFT

Description: Does IQ determine your destiny? For years, that was an overriding belief. However, new behavioral research shows that IQ provides, at best, a narrow view of human intelligence. Factors such as self-awareness, impulse control, persistence, zeal, self-motivation, empathy, and social deftness contribute greatly to an individual's success. These qualities, termed -emotional intelligence, - often determine if people excel in life, relationships, and the workplace. In this course, you'll learn more about these specific characteristics and how they influence every area of your life. **Duration=2.5**

Difficult People in the Workplace Environment

COURSE TSA-COMM-DIFFPLPWORKPLC-SKSFT

Description: Do you grind your teeth in frustration each time you have to work closely with someone who drives you batty? Do you have to put up with difficult people at work on a regular basis? Has your physician told you that your blood pressure is at an all-time high? If you answered -yes- to any of these questions, it's probably time for you to learn to deal with difficult people at the office. This course will guide you in your journey to coping effectively with difficult people. You'll learn step-by-step methods and processes to help you identify difficult people to cope and communicate with them. With the help of this course, you'll no longer have to be frustrated or intimidated by difficult people. **Duration=3.5**

Effective Intergender Relationships

COURSE TSA-COMM-EFFGENDERRELAT-SKSFT

Description: Guess what. Men and women are different. Socially, the differences offer an attractive mystique. But in professional situations and in the workplace, the significant differences in male and female communication styles can cause problems. There is no denying that women and men vary significantly in their verbal inflections and tone, their body language, and how they listen to others. They pick up on different cues in conversations, and often the meaning they interpret is not the message the speaker intends. It's almost as if the two genders speak different dialects. And, in fact, that's nearly the case. Communication confusion and breakdown between men and women at work can lead to inefficiency and expensive business errors. This course explains the differences in the language and communication behavior of men and women so each can more easily understand what the other is really saying. The course also provides tips on how to modify your own communication behavior to be more clearly understood by the opposite gender. **Duration=2.5**

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Effective Telephone Techniques

COURSE TSA-COMM-TELEPHTECHNQ-SKSFT

Description: This course provides the learner with critical information about making a good impression when communicating over the telephone. It emphasizes the importance of good telephone etiquette, offers tips for building trust over the telephone, and discusses important non-verbal actions that are present in most telephone interactions. Additionally, it helps the learner make the most out of technology when using voicemail, speakerphones, cellular phones, and conference calls. **Duration=5.0**

Emotional Intelligence in the Workplace

COURSE TSA-COMM-EIATWORK-SKSFT

Description: What makes someone a top performer in the world of work? If you think high IQ, advanced degrees, analytical skills, and technical expertise are the answer, it's time to think again. Experts now agree that Emotional Intelligence often determines who will climb the corporate ladder and who will be passed over. Exciting new research shows that, unlike IQ, Emotional Intelligence can be developed and increased during any point in your career. This course identifies some of the common misconceptions about intelligence at work and defines three key areas of focus: self-awareness, self-regulation, and motivation. **Duration=2.5**

Enhancing Listening Skills

COURSE TSA-COMM-ENHANCLISTEN-SKSFT

Description: Have you ever been taken by surprise by an unexpected deadline? Have you ever left a meeting unsure about what was decided? Have you ever asked a supervisor for advice, only to later forget what your supervisor told you? You can avoid problems like these by using effective listening skills. Effective listening helps you to know what's going on in your organization, get cooperation from your co-workers, solve problems, and be successful in your work. However, most people don't listen very well. This course will help you to improve your ability to listen to others. You will learn the skills you need to understand what people say, read their unconscious nonverbal messages, and get others to want to listen to you. You also learn how to apply these skills in a variety of business situations such as interviews, business meetings, and negotiations. **Duration=3.0**

Etiquette at the Business Meeting

COURSE TSA-COMM-ETIQBUSMTG--SKSFT

Description: -Sleep not when others speak, sit not when others stand, speak not when you should hold your peace, walk not on when others stop. - Was George Washington referring to the etiquette required at the business meeting? Indeed, such meetings have their own set of rules. Did you know that it's acceptable to use the telephone to invite people to a small, informal meeting but that written invitations are considered proper for all formal meetings? Did you realize that at a business lunch, small talk should be reserved for the period before the food has been ordered? Such is the nature of etiquette at the business meeting. In this course, you'll learn the proper conduct to display during both formal and informal meetings, negotiations, and entertainments. **Duration=2.5**

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Experiencing Anger

COURSE TSA-COMM-EXPANGER-SKSFT

Description: Like most people, you have probably gotten angry while at work. A disagreement with a co-worker or manager during a business meeting could make you lose your temper. By taking this course, you will learn why people become angry and recognize how you express your own anger. You will also learn simple techniques to minimize angry emotions, thoughts, and behaviors. Since you may have to deal with other people's anger at work, you will also learn what to do when you encounter angry people.

Duration=5.0

Handling Conflict

COURSE TSA-COMM-CONFLICTOTHR-SKSFT

Description: No one can complete a working career without experiencing conflict, so it is essential for you to handle this conflict in the most effective way. To handle conflict well, you need to build up a repertoire of techniques. These techniques require you to behave differently from your natural instincts at times. Therefore, a good starting point is to establish what your instinctive approaches to conflict are, and where these attitudes stem from. This will enable you to decide on a range of different approaches to conflict, based on a spectrum that goes from being only concerned about your own needs, to only being concerned about other people's needs. This spectrum gives rise to five possible strategies for dealing with conflict. Whatever strategy you apply, some core techniques will make you more effective. These involve three main actions: confronting the conflict, communicating with the other party, and determining an acceptable outcome. Sometimes, the conflict in the workplace just surrounds you, even though you are not involved directly. You then have to learn how to avoid taking sides, or becoming a scapegoat.

Duration=6.0

How to Work with Aggressive People

COURSE TSA-COMM-AGGRESSIVEPLPE-SKSFT

Description: Have you ever had one of those absolutely great days at work? Everything is going the way it should, you're on schedule, and you're getting to meetings on time. Then someone verbally attacks you or metaphorically stabs you in the back. Aggressive people are arguably the most difficult type of people to work with. Hostile-aggressives openly antagonize people; passive-aggressives work behind the scenes with hidden agendas. No matter which type of aggressive behavior you have to deal with, you've got your work cut out for you. That's where this course comes in handy. It details the characteristics of the six most common types of aggressive people and provides effective ways you can cope with their behaviors. **Duration=3.0**

Increasing Emotional Intelligence

COURSE TSA-COMM-INCREASEI-SKSFT

Description: In today's workplace, you need to have both the intellectual skills to do the job and the emotional intelligence to interact effectively with co-workers. The successful leaders and managers around you outshine others because of their stellar people skills. Most people believe that emotions are automatic responses that they have no control over. Few realize that their emotions are determined by what they think, and that concrete techniques exist for gaining control of their feelings. This course will provide you with the skills to increase your emotional intelligence so that you can become an effective contributor in the work force. **Duration=2.5**

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Interpersonal Communications: The Process

COURSE TSA-COMM-INTERPERS-SKSFT

Description: It is almost impossible to be productive in today's business environment without being an effective communicator. This is particularly true if achievement of your goals depends on your ability to influence others. You need to be able to communicate your ideas, instructions, thoughts, and feelings accurately. This is not as easy as it may seem, and ineffective communication is often at the core of a high proportion of the errors, misunderstandings, and conflicts that occur in the workplace. This course is designed to give you an understanding of the prime causes of poor communication, and, more importantly, the skills required to minimize their impact. **Duration=4.5**

Leadership Communication Skills

COURSE TSA-COMM-LEADERSKILL-SKSFT

Description: In this course, you will learn what the requirements of leadership are, how to communicate your suitability for the role, and how to communicate with those you lead. Leadership is not the same as management. Unlike management, leadership does not require formal recognition of authority. However, it does place other requirements on the person assuming the leadership role. Before people will follow, they need to be reassured that their leader is deserving of both their trust and their confidence. Good relationships are paramount, and communication is the prime tool for building those relationships. Once you have been accepted as the leader, good communication will ensure that objectives are agreed upon, understood, and achieved. TargetAudience=Those within the organization whose roles require them to achieve results by being able to influence other people, and anyone who has responsibility for managing, supervising, or leading a team. **Duration=3.5**

Listening Basics

COURSE TSA-COMM-BASICLISTEN-SKSFT

Description: Do you sometimes feel like you are not getting the whole message when someone talks to you? If you have problems receiving information that is verbally communicated, this is the course for you. This course will familiarize you with the communication and listening processes, and how listening functions within communication. You will discover the factors and variables that influence communication and listening and learn strategies to overcome weak listening skills. You will then apply these skills to business-based examples. Knowing the basic communication and listening processes will make you aware of where communication can be adversely affected. **Duration=2.5**

Managing Organization Conflict

COURSE TSA-COMM-CONFLICTORG-SKSFT

Description: As a manager, you will inevitably have to sort out some of the conflict that occurs in your organization. Sometimes, this will be between individuals, but often it will be between teams, and even departments. The different nature of these conflicts is likely to require different approaches, and there are also likely to be a range of particular demands on you in the way that you manage the conflicts. A way of differentiating and applying these approaches is by adopting a short-term approach against a longer-term strategy. The first is categorized by a -quick and dirty- style of containment and reduction. The second is characterized by approaches that are concerned with resolving the roots of the conflict by finding structural remedies to prevent the conflict occurring in the future. Another form of a long-term approach is to attempt to prevent conflict from occurring. This is, of course, probably impossible, but this approach is characterized by considering in what ways a manager can act to discourage negative conflict. **Duration=6.0**

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Managing Your Anger

COURSE TSA-COMM-MANAGEANGER-SKSFT

Description: You're angry and you want to let everyone know it. But, is this really a good idea? What will your co-workers or your supervisor think of your outburst? Is there something that you could do to control your anger? This course will help you manage your anger so that you will be less angry and will be able to channel your energy into more constructive activities. You will learn the three stages of managing your anger and techniques that will be useful for preventing your anger from getting out of control. This series provides techniques that a motivated person can use to deal with manageable anger. These techniques do not replace counseling or other professional assistance where such attention is appropriate. **Duration=5.5**

The Coaching Skillset

COURSE TSA-MGMT-COACHSKILLS-SKSFT

Description: At its simplest, a coaching session is a conversation, a dialog between coach and coachee, and so all coaching interventions depend totally on communication. Within that simplicity however, are layers of subtle interaction, which a coachee needs to be aware of, alert to what both -sides- of the conversation are actually communicating--verbally, visually, and vocally. The first requirement for a successful coaching conversation is rapport, once that exists, the coach is better placed to discover the facts, opinions and feelings of the coachee's situation; only by establishing the present position of the coachee are you able to move forward. Additionally, the coach must control the conversation proactively, for example, knowing what questions to ask rather than providing answers. **Duration=5.5**

Workplace Communication Skills

COURSE TSA-COMM-WORKPLCSKIL-SKSFT

Description: Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. They occur when people are unwilling to say exactly what they mean, or what they want. They also occur when there is reluctance or an inability to get clarification of another person's intent. These situations can be avoided by using certain communication techniques to establish intent, both other people's intent, and your own. This course covers the three prime strategies that will enable you to do this. By speaking assertively, you can make your intentions clear, and in this course you will have the opportunity to practice several assertive communication techniques. Similarly, the course will demonstrate how to give constructive criticism on the behavior of others, and how to receive criticism on your own behavior positively. Finally, the course covers the skill of questioning. You will learn how to use questions in a non-threatening way to direct or encourage a conversation, to uncover hidden feelings or motives, and to persuade. Effective questioning is one of the most valuable communication skills of all. **Duration=4.5**