

Conscientiousness

OLC Course Recommendations

Competency Definition

Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior and displays a professional image.

OLC Component Titles

Business Professionalism Simulation

COURSE TSA-PD-BUSPROFESSION-0001

Description: Everyday business activities require a determined effort to fulfill. Schedules must be kept; deadlines must be met. To ensure productivity remains on target, business professionals must possess refined skills in setting priorities, managing daily tasks, and maintaining personal accountability.

The Business Professionalism Simulation is designed to enable participants to develop the skills necessary for increasing personal accountability and business professionalism. Over the course of the simulation, participants will practice personal development skills, encompassing the objectives of taking initiative, collaborating on goals, aligning priorities and goals, demonstrating a positive attitude, reacting positively to criticism and feedback, and being assertive.

The Business Professionalism Simulation comprises two scenarios and is based on the SkillSoft series - Business Professionalism.- Throughout the simulation, links are provided to the following SkillSoft courses: PD0262, PD0263, and PD0264. **Duration=0.5**

Communication Etiquette

COURSE TSA-COMM-ETIQUETTE-0001

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

Improving Your Image

COURSE TSA-PD-IMPROVEIMAGE-0001

Description: Lee Iacocca. Madeleine Albright. Colin Powell. Are these people who suffer from an image problem? Hardly. Do you think they were born projecting the strong, self-assured images they do? Probably not. Like other powerful leaders in business, government, and the military, they likely received training in how to project, how to impress, how to lead. A confident, positive self image is no less crucial to putting your career on the fast track. This course, -Improving Your Image,- will teach you how to develop such an image. First, you will be given tips for determining the corporate image you currently have and the one you want to project. Next, you'll learn the subtleties of body language and how to use them. Some ways of making an impression are better than others; you'll learn the ways that are best. Finally, you'll learn the all-important tools that promote powerful communication, self-marketing, and leadership. **Duration=3.0**

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Leadership without Authority

COURSE TSA-COMM-LEADWOAUTH-0001

Description: Lily Tomlin said, -I always wondered why somebody doesn't do something about that. Then I realized I was somebody.- Tomlin could have been speaking on behalf of many employees in the corporate world who, despite having little authority, take it upon themselves to become leaders nonetheless. Becoming a leader, and getting results, without authority is especially important in today's corporate culture, where middle management and the concept of seniority are being replaced by a flat organization structure and intense competition. Such an environment makes the need for leadership skills especially crucial. In this course, you'll learn how to circumvent your lack of authority to get results through effective leadership. **Duration=3.0**

Professional Assertiveness

COURSE TSA-COMM-PROFASERT-0001

Description: Do you sometimes wonder if your professional style is too passive-hesitant and weak? Or do you find yourself acting too aggressively toward your co-workers or subordinates--too critical and overbearing? Do you wonder if there is another professional style that might be better for you?

If you answered yes to any of these questions, it's a good time to learn to be an assertive business professional. This course will guide you as you move into a proactive, responsible, professional style. You'll learn methods to help you identify an appropriate assertive style and strategies to prepare you use that style. You'll also learn how to implement the assertive style in your work environment. With the assistance of this course, you'll no longer worry about being -too passive- or -too aggressive.

Duration=3.0

Self-empowerment: Managing from Within

COURSE TSA-PD-SELFEMPOWR-0001

Description: Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. Self-empowerment is the process of taking responsibility for your attitudes, behaviors, and actions at work to maximize your effectiveness. As an empowered employee, you will be driven by ownership, initiative, and performance.

This course focuses on attitudes and behaviors that promote self-empowerment. It provides strategies for empowering yourself through self-coaching, approaches for developing an entrepreneurial mind-set, and an opportunity to apply a model for self-empowerment to enhance your performance. Applying these approaches will help you become a self-empowered contributor in your organization. **Duration=2.5**