

Organizational Awareness

OLC Course Recommendations

Competency Definition

Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

OLC Component Titles

Building Effective Intercultural Relationships

COURSE TSA-COMM-BLDEFFINTCULREL-0001

Description: In a shrinking world, businesses operate across borders, whether they are borders between neighborhoods or borders between countries. All of these bordered areas, large and small, represent differing cultures. Whether at home or abroad, chances are, your business deals with people of varying cultures on a daily basis. In today's expansive work environment, employees, co-workers, customers, vendors, and business partners can all have a different cultural background from yours. The most obvious cultural differences you encounter are language and dress. But there are a multitude of subtler ways in which people from different cultures vary in their behavior. If you don't understand the ways in which they might differ, you're risking your business communication and relationships being misunderstood. When operating interculturally, mistakes are easily made when you take appearances and meaning for granted. This course lends significance to the term "multiculturalism." In this course, you will learn about the many ways in which mini- to macro-cultural behavior and attitude can vary, around the corner and around the world. This course will prepare you to understand and relate better to people with different cultural backgrounds, thus making your business deals with them easier and helping you avoid costly misunderstandings. **Duration=2.5**

Business Execution in Action

COURSE TSA-LEAD-BUSEXECACT-0001

Description: The best operational strategies in the world are not worth the paper they are written on if they are not carried out. The same holds true for the principles of business execution. The principles of business execution are worthless to an organization if they exist only in the heads of its corporate executives, but are never acted upon. This course will assist you in the process of -executing business execution- in your organization. All organizations share three common key processes: the people process, the strategy process, and the operations process. One lesson will explore ways to employ the principles of business execution to improve and streamline these processes. All too often, organizations think of the people process, the strategy process, and the operations process as three distinct and separate entities, when in fact, they are closely and critically interrelated. Have you ever been in a situation where it felt like the left hand didn't know what the right hand was doing? Have you ever completed a project only to find out the actions of another team in your organization rendered your work obsolete? If only you'd known what they were doing. You'll explore ways to execute to ensure synchronicity in your organization. Another lesson explores ways to apply business execution principles to take your organization to the next level and beyond. **Duration=5.0**