Interacting With Others

Associated Skills	Position Associated
- Writing - Oral Communication/ Listening - Leadership - Teaching Others - Negotiating - Teamwork	**Customs and Border Protection** - Border Patrol Agent - Customs and Border Protection Officer

Writing: Uses correct English grammar, punctuation, and spelling to communicate facts, ideas, and messages in a succinct and organized manner; produces written information that is appropriate for the intended audience

Avoiding Errors in Usage and Punctuation

COURSE TSA-COMM-AVOIDERRPUNC-0001

Description: Have you ever received an e-mail so poorly worded that you hit the delete button before you even finished reading the message? Have you ever opened a letter so confusing that you couldn't understand what the author was trying to say? If so, you understand the frustration of receiving a badly written message. Are you afraid that you might have sent messages that have been discarded or misunderstood for similar reasons? If so, this course will help you to improve your basic usage and punctuation skills so that your messages are read and understood. **Duration=4.5**

Avoiding Grammatical Errors in Business Writing

COURSE TSA-COMM-AVOIDERRWRIT-0001

Description: Grammar: the very word strikes terror into the hearts of learners everywhere. For many people, it recalls the most difficult or most boring classes they can remember from childhood. Yet using correct grammar is one of the key skills for any business writer. Poor grammar skills interfere with communicating a clear message; moreover, they may suggest that the writer is careless and perhaps unprofessional. In this course, you will learn to recognize and repair the most common grammatical errors in sentence construction. Using correct grammar will help you to convey your information accurately and to represent yourself and your company as articulate and professional. **Duration=4.5**

Crisp Composition

COURSE TSA-COMM-CRISPCOMP-0001

Description: When you send off business documents that you have written, what do you think the recipients--your readers--hope for? Do they want to plow through long-winded documents that never get to the point? Do they want to waste time puzzling out what your convoluted sentences mean? Do they want to send back numerous requests for clarification? Do they want to pull out an unabridged dictionary just to understand your document? Of course not. Your readers hope that you will work hard to write clearly and concisely. If you do so, your readers can spend their time considering what you have to say, not wondering what you really mean. If you're concerned that your writing does not meet the needs of your readers for clarity and conciseness, then this course will help you remedy these problems. You'll learn to recognize and repair the common errors that prevent your writing from being as effective as you would like it to be. **Duration=4.5**

Foundations of Grammar

COURSE TSA-COMM-FOUNDGRAMMAR-0001

Description: When do you use -your- or "you're"? -Me- or -myself-? Is -good- an adverb or an adjective? Understanding how to use various types of words is a building block of good writing. To be a good writer, you must have a thorough understanding of the basic parts of speech that identify and classify types of words. Then, you must be capable of applying the necessary guidelines for more complex uses of various word types. In this course, you'll complete a comprehensive study on using words correctly. You'll study everything from pronouns to possessives, and you'll discover how to avoid the most common usage errors. When you've finished the course, you'll have the necessary building blocks to develop your skill as a top-notch writer. **Duration=2.0**

Punctuating with Skill

COURSE TSA-COMM-PUNCTSKILL-0001

Description: Should you use a comma or a semicolon? Does the punctuation go inside or outside of the quotation mark? What's the difference between the parentheses and brackets, the hyphen and the dash? Knowing the answers to these questions will ensure that you're using punctuation correctly and to your greatest advantage. In this course, you'll review the standard rules and guidelines for using punctuation appropriately. You'll also be given the most current information on some of those pesky rules that seem to be constantly changing. In today's world of fast-paced electronic communication, it's more important than ever to get your meaning across quickly and cleanly. A well-punctuated sentence does just that. **Duration=2.0**

Sentence Construction

COURSE TSA-COMM-SENTCONST-0001

Description: Writing sentences is a basic skill. But this "basic" skill seems to cause a lot of problems. Meanings are misinterpreted. Sentences run on and on, leaving the reader lost and confused. Poor word choice and organization make the writer look confused, sounding unintelligible and fuzzy. You're not alone if you're thinking, "That's how I write!" In the course, "Sentence Construction," you'll review basic sentence construction, including subjects, predicates, phrases, and clauses. Then, you'll discover how to eliminate the three most common sentence-writing errors--things you're probably doing right now and don't even realize. Finally, you'll learn how to develop sentences that are logical, clear, and powerful--the basis of any sound business document. **Duration=2.0**

The Writing Process

COURSE TSA-COMM-WRITPROCESS-0001

Description: How do you go about writing for your work? Do you procrastinate until your deadline seems like a freight train that is rapidly approaching while you stand immobile on the railroad tracks? Do you try to complete the entire document--defining your message, analyzing your audience, deciding on your approach, worrying about grammar and spelling, organizing your information, and choosing your words precisely--all in a single step? If so, there may be an easier, quicker, and far more effective way to tackle your writing project. This course divides the writing process into manageable components: preparing to write and composing your message. It explains a methodical way of handling the various tasks from beginning to end. It also covers the particular challenges of writing in groups. There is no single correct way to write, and experienced writers usually develop their own individual processes. But if your current approach is haphazard and frustrating, using the process explained in this course may make the act of writing less formidable and more enjoyable. It may also help you to produce more focused, more polished, and more effective business documents. **Duration=5.0**

Understanding Writing Mechanics

COURSE TSA-COMM-UNDERWRITMECH-0001

Description: One of the biggest challenges in writing is to feel confident about appropriately applying the mechanics of writing. How do you know what should or shouldn't be capitalized? When is it appropriate to abbreviate words, names, places, and business terms? How do you know when to spell out a number or when to use a figure? How can you get past those troublesome words that are commonly misspelled?

This course gives you the answers. You'll explore the rules of capitalization and abbreviations. You'll learn some of the special situations that influence how numbers are used, and you'll get tips and techniques to make spelling troublesome words easier. Your creativity will be enhanced when you're confident about writing mechanics. **Duration=2.0**

Writing to Reach the Audience

COURSE TSA-COMM-WRITEREACHAUD-0001

Description: Business writing is effective only when it informs or prompts the reader in the manner you, the author, desire. Whether your intended reading audience consists of one person or fifty, those readers will determine what kind of content you include and how you present it. If you were writing instructions for a child on how to answer the phone, it would sound very different from the same instructions written for an adult. All effective writing varies by audience--and skilled writers always write to connect with their readers. "Writing to Reach the Audience" instructs people who have to write at work in some easy-to-apply techniques to help them write to their readers, however those readers may vary with business circumstances. If you're writing a thank-you letter to a valued colleague, the approach, tone, and structure of the document are dissimilar to a complaint letter you write to a vendor. The principles and considerations that regulate the style differences in the two letters regulate the audience differences in all written documents. This course helps you master writing techniques to reach your audience without having to learn a lot of writing jargon or creative elements. This is a practical writing course for busy people at work. **Duration=3.0**

Oral Communication/ Listening: Expresses ideas and facts to individuals or groups effectively, taking into account the audience and nature of information; speaks clearly and articulately; facilitates an open exchange of ideas; receives, attends to, interprets, and responds to verbal messages and other cues such as body language

Communicating as a Leader

COURSE TSA-LEAD-COMMLEADER-0001

Description: You've asked an employee TWICE to complete a project as soon as possible and still the work isn't completed. You've delegated a task to another employee only to have it done incorrectly. You've sent an e-mail asking for extra help on a project to which you've had several negative responses. What's going on? While these situations could be the result of many different influences, you can eliminate one of the variables by ensuring that your communication style is positive, clear, concise, and to the point. Learn how to coordinate your verbal and nonverbal message to get the best results and learn how to write in such a way that you get the highest impact with as few words as possible. **Duration=4.5**

Communication Skills to Fast-track Your Career

COURSE TSA-PD-COMMSKILLSCAREER-0001

Description: When it comes to communication, are you a high-speed modem or two tin cans and a string? If you want to put your career on the fast track, you'll have to communicate with the best of them. In this course, you'll sharpen your listening skills and improve your written and oral communication skills as well. Finally, you'll put it all together to produce audience-pleasing presentations. Communicate effectively and you'll move right up the fast track. **Duration=2.5**

Effectively Communicating in Teams

COURSE TSA-TEAM-EFFCTCOMMTEAM-0001

Description: Teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of communicating with team members. Without effective feedback, little will be accomplished. Effective team communication skills don't just happen. In this course, you'll learn ways to communicate productively and nonjudgmentally, to listen effectively and assert yourself, and to provide and receive constructive feedback. **Duration=3.0**

Enhancing Your Listening Skills

COURSE TSA-COMM-ENHANCLISTEN-0001

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**

Listening for Comprehension

COURSE TSA-COMM-LISTENCOMPREND-0001

Description: Do you need to better understand the basic meaning of a conversation or presentation? If you need to be able to identify what is said to you in a more effective manner, then this course is for you. This course teaches you how to comprehend verbal and visual messages to maximize your understanding of others. Because this course teaches listening skills, certain sections of this course deviate from standard SkillSoft courses by presenting audio and audio cues without accompanying text. You will require audio to take these sections of the course. **Duration=5.0**

Listening for Higher Purposes

COURSE TSA-COMM-LISTENHIGHPURP-0001

Description: Do you sometimes have difficulty using your listening skills to effectively evaluate arguments or appreciate complex ideas and emotions? This course teaches you how to listen more effectively for critical and empathic purposes to maximize your understanding. **Duration=3.0**

The Basics of Listening

COURSE TSA-COMM-BASICLISTEN-0001

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**

The Mechanics of Effective Communication

COURSE TSA-COMM-MECHEFFCOMM-0001

Description: Your voice, your ability to listen, and your body language are your three vital communication tools. However, because they are given at birth they are often taken totally for granted. People mistakenly believe that because these tools are in constant daily use that they are already the best they can be. However it is possible to improve the quality of these communication essentials, and this course sets out to help you do just that. The effectiveness of your communication depends more on how you sound than the words you use. You may have something important to say and have the right words and phrases to get your point across but if your voice doesn't do it justice, your message won't be heard. This course explains how to develop a voice that people want to listen to, and gives some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course you will be given strategies to assist you to improve your listening skills and in doing so to make solid connections with those you communicate with. Finally, this course will introduce you to the -silent- language of the body, giving you the ability to recognize when there is conflict between what is being said and a person's true feelings. **Duration=5.0**

Leadership: Interacts with others to influence, motivate, and challenge them; sets an example for others to follow through personal conduct, professional appearance, and technical or administrative knowledge

Communicating a Shared Vision

COURSE TSA-LEAD-COMMSHARDVISN-0001

Description: -If you can dream it, you can do it.- Walt Disney's words ring as true today as they did many years ago when they were first displayed above the Epcot Center. The importance of a vision cannot be denied. Neither can the importance of communicating that vision to the people responsible for supporting it. Communicating your vision gives purpose and meaning to the work that people do, and pursuing and accomplishing that vision with a sense of integrity builds trust in you as an individual and as a leader. This course will teach you how to communicate a shared vision and get action on that vision across all sectors of your working environment. **Duration=4.5**

Leading through Change

COURSE TSA-LEAD-THRUCHANGE-0001

Description: Take a minute to think of people whom you consider to be exemplary leaders--people who led their organizations to greatness. What are the events or actions that led you to believe these leaders were exemplary? Was it the development of a new product, the revival of a failing business, or perhaps the start-up of an entrepreneurial venture? People who become leaders are individuals who triumph during times of turbulence, conflict, and change. They look for ways to change the status quo, to challenge the accepted, and to create something new. You can learn to do the same. A knowledge of how to challenge processes, a realization of the attitudes and behaviors that accompany change, and a willingness to do the necessary work is all it takes. You can learn about each of these areas in this course, which will teach you how to lead through change. **Duration=3.0**

Organizational Culture and Leadership

COURSE TSA-LEAD-ORGCULTLEAD-0001

Description: What is organizational culture? How would you describe your company's culture? How is leadership related to culture? In this course, you'll explore the concepts related to organizational culture, and learn how the different cultures relate to leadership. You'll learn about the dynamics of cultural change and how you, as a leader, can influence the direction of your organization's culture. The course ends with strategies for leading in a learning culture. **Duration=2.5**

The Emotionally Intelligent Leader

COURSE TSA-COMM-EMOTINTELEAD-0001

Description: Putting emotional intelligence to work is an emerging trend in corporate leadership. Developing the best talents in executives, managers, and others throughout the organization has become vital to corporate success. As a leader, you cannot rely upon your intellectual knowledge. You must have the interpersonal competence that comes with emotional intelligence. This course will guide you in developing your emotional intelligence as a leader and then direct you in developing it in others. **Duration=2.5**

The Leader as a Model

COURSE TSA-LEAD-LEADERASMODEL-0001

Description: -Leaders...know how to dance the old dance. We all grew up in traditional organizations with conventional leader and role models. Now the music has changed. We don't know the new steps and there are not footprints on the floor.- Peter R. Schools' words accurately reflect the challenges of leading today. You have to be able to develop a diverse team that can achieve optimum performance. You have to know how to motivate a variety of individuals. And you have to be willing to shed the old ways of thinking to make room for the new. This course will start you on that path. **Duration=3.0**

Teaching Others: Helps others to learn; identifies training needs; provides constructive reinforcement; coaches others on how to perform tasks; acts as a mentor or source of information

Coaching Skills

COURSE TSA-MGMT-COACHSKILLS-0001

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**

Negotiating: Works with others towards a mutually acceptable agreement that may involve exchanging specific resources or resolving differences; builds consensus through give and take

Crafting a Deal

COURSE TSA-COMM-CRAFTDEAL-0001

Description: "A wise man will make more opportunities than he finds." Could Francis Bacon possibly have been wondering about how to make the most out of his dealings with other people when he wrote those words? Do you ever wonder about your own ability to create opportunities for yourself? Think of something that you really wanted in the past. It could be anything--a promotion at your workplace, a new car, or maybe winning an argument. Recall the situation. How did you approach it? Were you confident about winning? Was the outcome what you wanted? So often, situations don't turn out in the desired way. In this course, you will explore ways to gain clarity and conviction about what you want and why you want it, as well as how to create opportunities to get it. You'll have a chance to assess your values and beliefs about negotiating and examine how negotiating opportunities are connected to personal and professional growth and well-being. **Duration=3.0**

Gaining Allies, Creating Change

COURSE TSA-COMM-ALLIESCHNG-0001

Description: "If you scratch my back, I'll scratch yours." Is this an effective strategy for gaining allies to create change? How about, "If you do it my way, you'll feel better about yourself"? Finding and winning partners for the purpose of creating change is not easy in the intensely competitive and harried environment of the corporate world. It's especially difficult when you lack authority. The people whose help you need most may have no desire to help you, or if they do, they may lack the time. In either case, winning allies, partnering successfully, and creating change require unique strategies when you are not the one who is in control. **Duration=3.0**

Inclusive Negotiating

COURSE TSA-COMM-INCLNEGOTIA-0001

Description: "Today's profits are yesterday's good will ripened." Eugene P. Berten obviously understood the benefits of investing in relationships when he spoke these words. Having the ability to effectively negotiate among diverse groups of people is a major feat. Imagine trying to communicate with someone who is very different from you. Perhaps he is from another country, or another generation. How would you approach an individual in either of these situations? What if your ability to interpret a certain gesture or statement is inaccurate? Can you suppose how this situation might go sour during the negotiating process? Inclusive Negotiating is about becoming familiar with both the similarities and the differences among different types of people. In this course, you will explore the cultural characteristics of negotiators from around the globe. You will also discover ways to develop sensitivity to important distinctions among groups that are diverse in other ways. In this way, you can benefit by knowing how to clearly communicate your needs and wants. Likewise, your understanding of your opponent's needs and wants can be known as well, leading to a quicker and more successful outcome. **Duration=2.5**

Negotiating to Mutual Benefit

COURSE TSA-SALE-NEGOTBENEFIT-0001

Description: The key to being a skilled negotiator is understanding the difference between negotiating and giving money away. This course demonstrates the stages and rules that will gain you a win/win solution, and with it long-term business. If you follow the guidelines set out here, you will be able to handle customer strategies and still close the deal on terms that keep both your company and your customer happy. **Duration=4.0**

The Master Negotiator

COURSE TSA-COMM-MASTRNEGOT-0001

Description: "Knowledge is a treasure, but practice is the key to it." This quote by Thomas Fuller captures one of the guiding philosophies of master negotiating--the desire to constantly hone negotiation skills. Discovering your negotiation power is the first step. Unleashing your negotiating power is the second step; however, you can't stop there. You need more than gumption and gusto to become a master negotiator. Commitment and discipline are a necessity. In this course, you will discover ways to develop mastery in negotiation. Adopting the values, attitudes, and beliefs of master negotiators is a significant step in the process. You will also become familiar with methods of positively influencing others and assuming a power stance. Effective habits of master negotiators are presented along with a tool kit of sure-fire negotiating tips. You may be surprised to discover that developing mastery skills in negotiation is enjoyable and well worth the investment of your time and attention. The best way to get what you want in negotiation is to create opportunities through which to reap your own rewards. Ask yourself, "If not now, when?" The choice is yours. **Duration=2.5**

The Negotiation Process

COURSE TSA-COMM-NEGOPROCESS-0001

Description: "Let us never fear to negotiate. But let us never negotiate out of fear." What do you think John F. Kennedy was thinking about when he spoke these words? Have you ever felt fearful while negotiating? Negotiating is unavoidable. It is a natural part of life, like the emotion of fear. Understanding that fear is a form of stress can help explain why it can crop up during the negotiation process if you are

unprepared. Feelings of uncertainty can wreak havoc with any deal. The intent of this course is to prepare you to negotiate from a place of strength, not fear. The process and stages of negotiation are explained in a step by step, practical way. Investigator, presenter, bargain-hunter, and winner--you'll explore how to assume each of these roles as you learn about the essential aspects of what you need to know and do before, during, and following negotiation. From the beginning, you'll discover how to ask for what you want and how it is possible to achieve a win-win solution in any negotiation situation.
Duration=2.5

Teamwork: Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals

Building Effective Interfunctional Relationships

COURSE TSA-COMM-BLDEFFCTIFRELAT-000

Description: Whom did you talk with at work this week? To accomplish your goals in today's workplace, you not only have to interact with personnel in other departments, you often have to coordinate or even rely on them. Tasks are fluid and flow across functional boundaries. The products or services your company offers require a cooperative effort to produce. But by nature, most companies are structured territorially. Every department head and manager has his or her own troops on call and a personal domain to defend. Protecting your turf may be instinctual, but it's also counterproductive. By not cooperating openly with other sections or departments, you not only interfere with their ability to accomplish their tasks, you undermine your own efforts as well. In this course you'll discover how you may be inadvertently sabotaging yourself when you let your territorial instincts guide your interactions. Once you understand how interfunctional relationships benefit you and your work goals, you'll be ready to learn some communication skills that will help you develop stronger, more productive work alliances across functional boundaries. **Duration=2.5**

Effective Team-building Strategies

COURSE TSA-TEAM-BUILDSTRATEGY-0001

Description: For a team to succeed, its members must want to win. Specifically, each team member must place the team's goals ahead of his own goals so that the team may be victorious. Team motivation can come from a variety of sources, the most usual of which is the team leader. But what if your team leader doesn't have the necessary leadership skills? Or what if she does, but she applies them ineffectively? In this course, you'll learn tools, techniques, and tips to help you--the team member--help your team develop a -one for all, all for one- mentality. In particular, you'll explore some motivational techniques to apply from the get-go so that potential problems are averted. You'll also learn how to promote and maintain a creative and productive atmosphere. Finally, you'll practice a couple of team building exercises that you can later introduce to your team. **Duration=4.0**

Effectively Communicating in Teams

COURSE TSA-TEAM-EFFCTCOMMTEAM-0001

Description: Teams rely on the participation, input, and opinions of all team participants. Learning to speak up and encouraging others to open up are important to a team's communication. Giving and receiving feedback gracefully is another critical part of communicating with team members. Without effective feedback, little will be accomplished. Effective team communication skills don't just happen. In this course, you'll learn ways to communicate productively and nonjudgmentally, to listen effectively and assert yourself, and to provide and receive constructive feedback. **Duration=3.0**

Facilitating On-site and Virtual Teams

COURSE TSA-TEAM-FACILONSITVIRT-0001

Description: Knowing how to facilitate maturing on-site and virtual teams is critical, because it is at this time that teams typically reach peak performance. Mature teams begin to perform independently, and it's important that the leader's role changes to that of a facilitator. This course will cover the facilitation of on-site and virtual teams as teams mature. It will introduce the development stages of maturing teams and provide strategies uniquely designed for addressing problems that arise during this phase. The course will also present techniques for strengthening your team and for evaluating team effectiveness. Finally, it will offer strategies for sustaining high performance, including techniques for boosting creativity and motivating through shared leadership roles. By understanding how a maturing team develops and knowing how to apply specific strategies during these stages, you will be able to facilitate a high-performance on-site or virtual team. **Duration=4.5**

Getting Past Clashes: Valuing Team Diversity

COURSE TSA-TEAM-VALUEDIVERSITY-0001

Description: Teams have diverse personalities, skills, and interests that are challenging to put together. You may not get along with every team member, but it's important that you can work together to achieve the same goal. At the end of this course, you'll have the skills needed to work with different personality styles, control your gut reactions to difficult people, and deal with difficult team members. **Duration=2.5**

Launching Successful On-site and Virtual Teams

COURSE TSA-TEAM-ONSITEVIRTUAL-0001

Description: One factor that defines team success is the way in which a team is launched. Quickly moving an on-site or a virtual team into high-performance mode takes planning, strategizing, and a seamless launch. In this course, you'll learn techniques for setting up a successful team that can be applied to an on-site or a virtual environment. First, you'll learn strategies for selecting high-performing team members. Next, you will gain the knowledge and skills for setting goals and establishing ground rules. Finally, you will learn approaches for building a cohesive team culture through participation. By applying the techniques and strategies taught in this course, you will lay the foundation for successful on-site and virtual teams. **Duration=5.5**

Leading Successful On-site Teams

COURSE TSA-TEAM-SUCCESSONSITE-0001

Description: Successful on-site teams are characterized by clear direction, team member trust, and effective communication and conflict-resolution strategies. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. This course offers strategies for leading an on-site team during the first two stages of team development--forming and storming. It outlines steps for defining a project and offers strategies for gaining commitment and building trust among team members. It also presents techniques for encouraging communication and collaboration. Finally, this course provides easy to follow steps for resolving conflicts. By using these strategies, team leaders can build high-performance on-site teams. **Duration=5.0**

Team Conflict: The Seeds of Dissent

COURSE TSA-TEAM-CONFLICTDISSENT-0001

Description: Teams are a fact of corporate life. Think about all the team buzzwords. There are cross-functional teams, self-directed teams, union teams, functional teams, total quality teams, and project teams--not to mention the concept of -The Dream Team.- If there's anything that's predictable about

these high-powered teams, it's the inevitability of conflict. Many teams fail to recognize that there's power in conflict. Healthy dissent actually breeds team success, and that's the essence of this course. What do you need to know about the roots of conflict and team dynamics to help cultivate a healthy mindset about conflict? At the end of this course, you'll have the skills needed to identify the stages of conflict, the awareness of group dynamics that can cripple team effectiveness, and how to build a positive approach to conflict at the time your team is launched. **Duration=3.5**

Team Feedback: A Guide

COURSE TSA-COMM-TEAMFEEDBACK-0001

Description: Teamwork is playing an increasingly significant role in the majority of today's top companies. This is based on the assumption that working in teams leads to better business performance. In that case, you must ensure that team performance is managed effectively--feedback being of crucial importance. Feedback about how the team is performing, how individuals are contributing to the team's performance, and how the team is being managed, are all vital. Managing team performance is complex, because effective teams depend on synergy between individual and team factors. In this course, you will learn what makes teams successful, and how effective feedback at team level contributes to this success. You will work through a process for giving feedback in a team situation, and explore methods for communicating feedback. In addition, you will consider how the team can be motivated and inspired through feedback, discover how the role of the team leader can be developed using 360 degree feedback, and how feedback can help you to deal with team performance issues. **Duration=4.0**

Teamwork and Results without Authority

COURSE TSA-COMM-RESULTSANSAUTH-0001

Description: When it comes to being a member of a team, what role do you think you should play? Legendary Alabama football coach Bear Bryant said, " In order to have a winner, the team must have a feeling of unity; every player must put the team first--ahead of personal glory." Yet, according to general George S. Patton Jr., -If everyone is thinking alike then somebody isn't thinking.- When it comes to getting results without authority on your team, it's necessary to do both. In this course, you'll learn how to achieve results by playing the game, and you'll learn how to assert yourself. **Duration=2.5**