

## Personal Characteristics

Associated Skills	Position Associated
<ul style="list-style-type: none"> <li>Conscientiousness</li> <li>Integrity/Honesty</li> <li>Emotional Maturity</li> <li>Cooperativeness/Sensitivity to the Needs of Others</li> <li>Self-Presentation</li> <li>Flexibility</li> </ul>	<p><b>Customs and Border Protection</b></p> <ul style="list-style-type: none"> <li>Border Patrol Agent</li> <li>Customs and Border Protection Officer</li> </ul>
<p><b>Conscientiousness:</b> Displays behavior that is dependable, organized, careful, and thoughtful, with great attention to detail and follow-through; displays a high level of effort and commitment towards completing work assignments</p>	
<p><b>Business Professionalism Simulation</b>  <b>COURSE TSA-PD-BUSPROFESSION-0001</b>                      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. <b>Duration=0.5</b></p>	
<p><b>Communication Etiquette</b>  <b>COURSE TSA-COMM-ETIQUETTE-0001</b>                      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.  <b>Duration=2.5</b></p>	

## Personal Characteristics

### 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**

### 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-PROFASSERT-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**

## Personal Characteristics

**Integrity/Honesty:** Displays high standards of ethical conduct, avoids even the appearance of impropriety, and can be trusted in all work situations

### Corporate Social Responsibility

#### **COURSE TSA-PD-CORPSOCIALRESP-0001**

Description: An organization's ethical responsibilities don't end at the door of the factory or office building. Companies are citizens of the communities where they do business. Every organization bears social obligations to the community that provides the environment for the organization's existence and growth. This course explores an organization's ethical responsibilities outside its own walls. The course provides ethical decision makers with a framework for balancing the organization's priorities with the priorities of the constituencies in the outside world. **Duration=3.0**

### Ethical Decision Making

#### **COURSE TSA-PD-ETHICDECISIONMKG-0001**

Description: What is an ethical decision? Many studies show that businesspeople have an intuitive understanding of right and wrong, but that they find difficulty in explaining their judgments. This course provides the conceptual framework for discussing business ethics and the tool kit for making ethical decisions. **Duration=3.5**

### Ethics and Professional Knowledge

#### **COURSE TSA-PD-ETHICSPROFKNOW-0001**

Description: What does being ethical mean? How does one make the best ethical choice in a complex project management environment? What are legal requirements, and how can you spot the moment when conflict of interest has occurred? In today's world, project managers must have a clear comprehension of these ethical responsibilities. Project managers must also be aware of their professional duty to contribute to the body of project management knowledge, to pass on that knowledge to others, and to assess and enhance individual competence. This course teaches prospective project managers techniques for making ethical choices; contract elements for legal requirements, and how to manage conflicts of interest. It also suggests ways to share lessons learned, and to enhance personal abilities. **Duration=3.0**

### Managerial Business Ethics

#### **COURSE TSA-PD-MNGBUSETHICS-0001**

Description: Managers perform a delicate ethical balancing act every day. They must meet their obligations to their employer, comply with laws and regulations, address the needs of subordinates, and obey their own consciences. In this course, managers with decision-making responsibility will explore ethical issues and will acquire specific skills for creating and maintaining an ethical work environment.

**Duration=2.5**

### Organizational Ethics

#### **COURSE TSA-PD-ORGANIZNLETHICS-0001**

Description: An organization's culture evolves from the values of its members. However, organizational culture and ethics are more than the sum of their parts. Organizations develop a self-sustaining and durable system of ethics that exerts a powerful influence on the actions, decisions, and behaviors of all employees. This course gives employees the ability to recognize ethical patterns and practices in an

## Personal Characteristics

organization, and provides the skills needed to create and audit an organizational code of ethics.  
**Duration=3.5**

### **Personal Accountability: Working for Your Inner Boss**

#### **COURSE TSA-PD-PERSACTBINRBOSS-0001**

Description: Most employees in business organizations must answer to someone else. From the top of the organization chart to the bottom, nearly every manager and employee must look to a supervisor, a director, or even a customer to establish priorities, assign tasks, set deadlines, and evaluate results. Whoever gives this direction is called the boss. On one level, the boss decides how employees will perform their jobs. How well an employee meets requirements set by the boss determines whether that employee succeeds or fails, receives rewards or penalties, and earns praise or criticism. On another level however, the judgment of an external boss isn't enough to make a job personally fulfilling and rewarding. That's something all employees of an organization decide for themselves. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. Accepting personal accountability for your work means your inner boss sets demanding standards and that you're willing to commit to meeting those standards and answer for the results of your work. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future. **Duration=2.5**

**Emotional Maturity:** Maintains self-control and approaches potentially volatile situations, events, and people in a calm, professional manner

### **Emotional Intelligence at Work**

#### **COURSE TSA-COMM-EIATWORK-0001**

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**

### **Handling Conflict with Others**

#### **COURSE TSA-COMM-CONFLICTOTHR-0001**

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**

## Personal Characteristics

### Increasing Your Emotional Intelligence

#### **COURSE TSA-COMM-INCREASEI-0001**

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**

### Managing Conflict in the Organization

#### **COURSE TSA-COMM-CONFLICTORG-0001**

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**

### Managing Your Anger

#### **COURSE TSA-COMM-MANAGEANGER-0001**

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**

### What Is Emotional Intelligence?

#### **COURSE TSA-COMM-WHATISEI-0001**

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**

### Working with Aggressive People

#### **COURSE TSA-COMM-AGGRESSIVEPLPE-0001**

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,

## Personal Characteristics

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**

**Cooperativeness/ Sensitivity to the Needs of Others:** Effectively collaborates with others; provides assistance, without hesitation, to people in need; is sensitive to other cultures, and has a genuine concern for others and their well-being

### 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**

### Diversity in the Future

#### **COURSE TSA-HR-DIVERSFUTURE-0001**

Description: Employers must understand the ways in which the idea of diversity will continue to expand in the years to come. They need to prepare for demographic changes that will alter both the definition of corporate culture and practices for hiring, retention, and interaction with the company. This course explores the need for a holistic approach to workplace diversity, and the effects of incorporating a work/life initiative into business strategy. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. **Duration=2.0**

### 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**

### Improving Your Cross-cultural Communications

#### **COURSE TSA-COMM-IMPROVCULTRE-0001**

Description: Picture the scene. You've been asked to contact some new clients based over 3,000 miles away. You've never spoken with them before and you're not sure what response you'll get. This is a familiar situation that is played out daily in many organizations around the world. How many times have you found yourself in this situation? Thankfully, there are things you can do to improve your cross-cultural communications and ensure that your clients or coworkers across the world become your greatest allies.

## Personal Characteristics

In this course, you'll find out how to build rapport, appeal to receivers' motivations, and consider the importance of rank and respect in global communication. Cross-cultural communication is often boosted by global e-communication including electronic mail, videoconferencing, and Internet conferencing. You'll look at the options available and examine the downside of information technology, too. Finally, you'll learn that cross-cultural communication can be improved immensely by remembering etiquette and using a global negotiating protocol to guide you. **Duration=3.0**

### Why Diversity Matters

#### COURSE TSA-HR-DIVESITYMATTERS-0001

Description: Imagine, for a minute, a workplace where everyone is the same. All of the workers are of the same ethnicity, gender, educational background, and socioeconomic standing. With a team full of people essentially cut from the same cloth, where do the new ideas come from? How will the company ever be able to see things from a different point of view? Without diversity in the workplace, companies run the risk of becoming monocultural organizations that see things from a very limited perspective. The effects of this are far-reaching, right down to the company's bottom line. Establishing diversity in the workplace is not limited to laws that pertain to the hiring of women and minorities. Nor is it limited to managing or even honoring differences between people, but rather, it is about taking those differences and putting them to work in the best possible way for both the good of the company and for the good of the worker. This course will take a closer look at diversity initiatives in the workplace and what makes them matter. One lesson will look at the history of diversity programs and how they've evolved over time. It will debunk many of the common myths associated with the concept of workplace diversity and it will explore the compelling reasons that make it necessary in today's business climate. Another lesson will explore the far-reaching implications of diversity initiatives on business. It will examine the ways in which diversity within organizations, or lack of it, touches every aspect of the business, right down to the bottom line. Additionally, it will explore the ways in which diversity in the workplace brings outstanding benefits, not only to organizations, but to workers, as well. This SkillSoft product has been reviewed by the Employment Practice Group of Sheehan Phinney Bass + Green. As of the date reviewed, the content of this course is in compliance with federal law and court decisions. Due to the rapidly changing nature of the law, information in this course may become outdated. **Duration=2.0 hours**

**Self-Presentation:** Believes in own self-worth; maintains an appropriate level of self-confidence; displays a professional image.

### Assertiveness from the Inside Out

#### COURSE TSA-COMM-ASSRTINSID-0001

Description: Do you sometimes wonder if there's a way to alter your professional style--to change yourself from the inside out? Do you believe there may be strategies you could use to develop a more assertive professional style? Do you want to learn about strategies that can help you interact assertively with others in the workplace? Now is a good time to enhance your professional assertiveness skills if you answered "yes" to any of these questions. This course will guide you as you move into a more decisive, more effective professional style. You'll learn about methods that can help you build and strengthen your assertive style and strategies to prepare you to act more assertively. You'll also learn how to implement your new, assertive style as you negotiate with other professionals, develop teams and partnerships, and cope with opposition. With the assistance of this course, you'll blossom as you become the assertive professional you've wanted to be. **Duration=3.0**

### Business Professionalism Simulation

#### COURSE TSA-PD-BUSPROFESSION-0001

Description: Everyday business activities require a determined effort to fulfill. Schedules must be kept;

## Personal Characteristics

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**

### Delivering Your Message

#### **COURSE TSA-COMM-DELIVERMSG-0001**

Description: So, the presentation is prepared and practiced. Great. But this means nothing to the audience. When you stand there in front of them, all that matters to them is what you look like and what you say. This course is about delivering your message, and the techniques you need to do this. First of all, you have to make a positive first impression on your audience members by how and where you stand, by your appearance, and how you look at them. Then, you must lead your audience through your message, referencing what is important through the language you use, and the physical techniques you employ. Finally, the course shows what is needed to make a presentation really memorable, the -wow-factor that outstanding presenters have, and how to achieve it. **Duration=4.5**

### Developing a Positive Attitude

#### **COURSE TSA-PD-DEVELPOSATTUD-0001**

Description: Oftentimes your success or failure depends not only on the situation you are in, but how you react to that situation. Your reaction to the situations you encounter is significantly influenced by your attitude. Having a positive attitude involves looking for the best in a situation, being realistic about possibilities and consequences, and having the courage to believe that you can succeed. It isn't always easy to be positive. You may feel that the odds are stacked against you, or you may find it hard to cope with the difficult and challenging situations that you find yourself in. Taking action to develop a positive attitude involves examining how you perceive your situation, and how you deal with your perception of the situation. This course will show you that it is possible to change your perspective from negative to positive, and provide you with skills for overcoming the challenges that you face at work. Being successful starts and ends with you, and having a positive attitude will help you achieve your desired success. **Duration=2.5**

### Developing Good Time Management Habits

#### **COURSE TSA-PD-DEVTIMEMGMTHABIT-0001**

Description: Time management shouldn't be a separate activity--it should be an integral part of the way you do things. For this to happen, you need to be able to develop good time management habits and avoid bad ones. An effective use of time also involves managing your environment, managing your use of technology, and managing the time-wasting activities of people around you. Today we are often overwhelmed by the amount of paperwork that crosses our desks, or the number of e-mails that appear on our screens. There is a real danger that we end up being reactive rather than creative, and spend all our time responding to what we have been sent, rather than initiating new ideas. To avoid this, you need to develop techniques for handling paperwork, telephone calls, and e-mails to maximize their value, and minimize their disruptive potential. Technology makes it possible for us to be more efficient--get more done--in many different ways. But you need to make sure that you are really controlling the technology so that it also helps you to be more effective--getting the right things done, rather than allowing it to control you. There are many time stealers. Demands and interruptions from bosses, peers, or customers can prevent you from achieving your goals, and these must be dealt with appropriately. Not all time thieves are external. Most of us are prone to some degree of seemingly harmless procrastination, but this can be the most insidious and dangerous time waster of all. **Duration=4.5**



## Personal Characteristics

### Emotional Intelligence at Work

#### COURSE TSA-COMM-EIATWORK-0001

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**

### Establish and Maintain Authority

#### COURSE TSA-LEAD-ESTABAUTH-0001

Description: This course teaches women how to establish and maintain their authority as leaders in their companies. "Establish and Maintain Authority" offers self-assessment ideas to help learners better understand their own abilities and styles. Women can also learn better communication skills and how to handle their authority appropriately. **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**

### Presenting to Succeed

#### COURSE TSA-COMM-PRESENTSUCCEED-0001

Description: There are a number of basic types of presentations, but all presentations have four things in common: a presenter, an audience, a venue, and a message. This course concentrates on showing how each of these vital elements has to be taken into account when preparing a presentation. Presenting is a skill that needs to be learned and practiced, starting with how you prepare, and you will be shown a simple but powerful method for selecting the right content, and then structuring it. Controlling nerves is an important part of preparing, and this course helps you to remove anxieties in the presentation environment by making sure that the venue is set up correctly, and ensuring that you rehearse appropriately. **Duration=4.5**

### Professional Assertiveness

#### COURSE TSA-COMM-PROFASSERT-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

## Personal Characteristics

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**

**Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

### **Being Prepared for Change**

#### **COURSE TSA-PD-PREP4CHANGE-0001**

Description: When the organization you work for changes, and demands that you change along with it, wariness and uncertainty are natural. Change signals the end of the tried, trusted, and familiar. But change is also a new beginning--a springboard into a new and potentially exciting personal future.

-Being Prepared for Change- focuses on the mental attitudes and behaviors you need to develop in order to take advantage of the opportunities for personal growth that can accompany organizational change. You gain insights into how to learn, and when to learn. You acquire the skills and strategies you need to manage your own change effectively. The course also shows you how to focus on the future in ways that will encourage successful personal outcomes from the change process. **Duration=3.5**

### **Communicating during Organizational Change**

#### **COURSE TSA-PD-COMMORGCHANGE-0001**

Description: Change can be shocking to you and your coworkers. By definition, it is a time of uncertainty and, therefore, turbulence, and it puts relationships under strain. How successfully you communicate is a vital measure of how well you deal with change. -Communicating during Organizational Change- starts by recognizing that the first factor in successful communication is how you feel inside. The unfamiliar tends to generate stress, and when you are stressed you do not communicate well. This course addresses this problem proactively. It also equips you with the communication strategies needed to enable you to be a positive influence in the workplace. Finally, you will learn to communicate successfully when faced with unfamiliar patterns of work and interaction. **Duration=3.5**

### **Managing Through the Change**

#### **COURSE TSA-MGMT-MNGTHRUCHANGE-0001**

Description: Picture the scene. You've just started a new job and it's everything you've ever wanted. You find your desk, meet your new colleagues, and try to carry on with your life. But things are different. Your PC isn't in the same place, the cafeteria doesn't have your favorite coffee, and your chair isn't quite right.

## Personal Characteristics

This is how change feels. You're disoriented--things still work, but not in the same way. You're in a neutral zone where you know how things should be, but they aren't quite as you imagined. It's at this stage when employees need their manager's reassurance, support, and understanding if they are to move out of their confusion and settle into a new way of working. -Managing Through the Change- gives you an insight into the types of issues that will face you and your employees, and provides you with guidance to ensure that you can support your employees and deal with the inevitable difficulties that will arise. The change process is never easy. People feel insecure, undervalued, and threatened. It's your job to help your employees to overcome these feelings, and this course will help you to do just that.

**Duration=4.0**

### Perspectives on Organizational Change

#### **COURSE TSA-PD-PERSPORGCHNG-0001**

Description: The way that you respond to your new job role, new responsibilities, or fresh procedures is unique to you. The way that you react to change is intensely personal. But, to a large extent, organizations change in predictable ways and for predictable reasons. Similarly, the ways in which people respond to change tend to follow predictable patterns. Being able to see yourself as part of this larger picture is a big help when you set out on a journey of change. -Perspectives on Organizational Change- gives you an insight into the basic principles that drive change. You also gain an understanding of the factors that impact on the readiness and ability of people to change. The course also shows you how to deal with the fear that may be generated in a situation where change is just around the corner.

**Duration=3.0**

### Preparing for Business Crises

#### **COURSE TSA-MGMT-PREP4BUSCRISIS-0001**

Description: Effective preparation is the key to almost any project or undertaking. This is especially true of crisis management, where you actually have to prepare for unforeseen events. This course starts by providing basic background information on business crises. The course then provides specific tools that you can use for anticipating business crises, and processes for developing crisis management capabilities in your organization. **Duration=2.0**

### Recovering from Business Crises

#### **COURSE TSA-MGMT-RECOVBUSCRISIS-0001**

Description: The crisis is contained and being effectively managed. Now it's time to move on. The first steps deal with communicating--to your employees and to the outside world. How and what you communicate can have significant repercussions. Miscommunication, or misleading communication, can actually lead to another kind of crisis. With the right intentions and actions, your communications can help to establish trust and convey the message that your organization does have the crisis handled. Once communication is handled, it's time for recovery and moving on. The last step is to learn from the crisis and prepare for the future using the knowledge and experience that your organization has now gained.

**Duration=2.0**

### Responding to Business Crises

#### **COURSE TSA-MGMT-RESPBUSCRISIS-0001**

Description: Your company may have a crisis. If so, what will it do? Your company's crisis preparations are now put to the test--a real test. Knowing how to respond to a crisis is vital to your company's well-being. It could mean the difference between your company surviving or not. In this course, you'll learn how to respond to business crises. There are three fundamental phases to crisis response: detection, reaction, and management. How well your company deals with each phase will determine whether the crisis is handled or grows out-of-control. **Duration=3.0**

## Personal Characteristics