Partnering
OLC Course Recommendations

Competency Definition
Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

OLC Component Titles

Building Effective Interfunctional Relationships
COURSE TSA-COMM-BLDEFFCTIFRELAT-0001

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**

Building Effective Intergender Relationships
COURSE TSA-COMM-EFFGENDERRELAT-0001

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**

Building Relationships to Get Results
COURSE TSA-COMM-BLDRELTRESULT-0001

Description: You are not the boss. You've been called "peer," "esteemed colleague," "invaluable staff member," and "friend," but no one's even come close to calling you "boss." When you stop to think about it, you realize you have no real authority whatsoever. In fact, you have much more power than you think, even if you are on the bottom rung of the corporate ladder. As Jack London said, "Life is not always a matter of being dealt a winning hand, but sometimes, of playing a poor hand well." In the corporate world, when it comes to getting results when you have no authority, it is imperative that you play your best hand. In this course, you'll learn how. **Duration=2.5**

Partnering
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Establishing a Relationship with Internal Clients

COURSE TSA-CONS-ESTABINTCLIENT-0001

Description: Even if your clients are internal to your organization, you still need to spend time getting to know them, and understanding what it is they require from you. When you are dealing with internal clients, there may be a temptation to think you know everything about them, and about the project. This course will stop you from making that mistake. It will enable you to understand your clients' needs clearly, in terms of project requirements and the way they work. By understanding your clients, you will be able to adjust your approach to the project accordingly, and take an appropriate role within the team. You will also be in a better position to build an effective and successful team that can function quickly and effectively. **Duration=4.0**

Partnering with Your Boss

COURSE TSA-ADM-PARTNERBOSS-0001

Description: You may have noticed that the traditional secretary has gone the way of the dinosaur. However, your boss may not yet have entered this new age in which administrative support professionals are working as partners with their managers and supervisors. This course will equip you to make the transition from working as a subordinate who follows orders, to partnering with your boss as an empowered and valued member of the management team. For administrative support professionals who currently work in this type of relationship with their bosses, the course contains many strategies that will make them more effective in this role. **Duration=3.0**

Teamwork and Emotional Intelligence

COURSE TSA-COMM-TEAMEMOTINTEL-0001

Description: Elizabeth and Cassandra started with the same company at the same time in similar positions. Both were bright women. Both were at the top of the class at prestigious universities. Both had exceptional technical skills. Yet, after six months in the organization, Elizabeth seemed to be making a bigger impact and enjoying more success. She was friendly with members of her own department and knew many other people throughout the organization. People often came to her for advice, and she had no trouble recruiting assistance when she needed it. Cassandra, who had kept her nose to the computer and kept pretty much to herself, was struggling to understand Elizabeth's popularity. When she questioned her team leader, his response was, "You need to be more social." Stunned, Cassandra returned to her cubicle. Social? More social? What does that have to do with work? Although Cassandra's boss may not have realized it, he was talking about teamwork and emotional intelligence. The glue that holds today's work teams together is made up of social competence, the ability to influence others, participation, and collaboration. These skills, combined with a willingness to develop the team, are the hallmarks of effective teams that will be discussed in this course. **Duration=2.5**