

Political Savvy

OLC Course Recommendations

Competency Definition

Identifies the internal and external politics that impact the work of the organization; perceives organizational and political reality and acts accordingly.

OLC Component Titles

Communicate for Contacts

COURSE TSA-COMM-CONTACTS-0001

Description: Although the old adage, -It's not what you know but who you know that counts- is not a firm basis on which to build your career, it is true that your ability to build relationships with influential people both inside and outside of your company has definite benefits. You know the importance of creating a good impression and raising your profile with those who can have a positive impact on your future success with the company, but how exactly do you go about achieving this? Not surprisingly, appropriate communication plays a large part. In this course, you will learn how to improve your skills as an interesting and interested conversationalist and how to overcome the inherent shyness that many people experience when faced with a room full of strangers. The course also gives practical strategies for -networking- effectively in common business environments such as trade shows, conferences, or business socials. Armed with these skills, your confidence will soar, and you will cruise through events and gatherings that may currently fill you with dread and foreboding. **Duration=4.5**

Communicate for Results

COURSE TSA-COMM-RESULTS-0001

Description: For many people, success in the workplace depends on their abilities to influence others to take a particular course of action. This course gives a practical demonstration of how to communicate for best results in three common, but sometimes difficult, situations. Firstly, you will learn the communication skills required to ensure the collaboration and cooperation of your colleagues and peers when you are working as a member or as a leader of a project team. Whether you want help with a particular task, or need someone else to undertake the task on your behalf, this course will show you how to approach those capable of giving you what you need. Secondly, this course will outline the communication required to maintain customer relationships during sensitive situations, such as when customers make a complaint, or you must deny their requests. Thirdly, you will learn how best to present information to your managers. Whether your intention is to report or to persuade, if you also want to impress your boss, it's crucial that you communicate concisely, and in a manner which is guaranteed to be understood the first time. **Duration=5.0**

Communication Skills for Resolving Conflict

COURSE TSA-COMM-RESOLVCONFLICT-0001

Description: Although, through the use of good communication skills, conflict in the workplace can be minimized, it can't be eradicated entirely. On the occasions when disharmony inevitably arises, there is a need for a different set of communication skills--those of negotiation, mediation, or arbitration. This course will give you an understanding of the various causes and outcomes of conflict, together with a practical demonstration of the styles and communication involved in the negotiated resolution of one to one conflict. You will also learn how to act as a third party mediator or arbitrator in situations where the parties concerned seem unable to resolve the dispute unaided. **Duration=5.0**

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Conquering Conflict through Communication

COURSE TSA-TEAM-CONQCONFCOM-0001

Description: How many times have you said nothing because it was -good for the team- or got angry before thinking over the situation? These examples illustrate how important communication is in the workplace. Communication is more than what you say. It's what you don't say, how you listen to others, and how you listen to what you say. At the end of this course, you'll have the skills you need to listen actively, use feedback in your teams, sensitively communicate verbally and nonverbally, and assume the best of your team members. **Duration=3.0**

Decisions and Risk

COURSE TSA-PD-DECISIONRISK-0001

Description: Your success as an organizational leader depends on your ability to make decisions. Even though you may have extensive experience making tough business choices, a constantly changing business environment demands relentless skill improvement. This course sheds light on the decision-making process by moving from practical methodologies to decision-making intelligence. Build both quality and commitment into your decision-making process by incorporating the information in this course. **Duration=2.0**

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

Increasing Your Emotional Intelligence

COURSE TSA-COMM-INCREASEEI-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**

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Leading Change from the Front Line

COURSE TSA-LEAD-CHNGFRONTLINE-0001

Description: Have you ever wanted something at work to change, but no one ever addressed the issue, so you just put up with it? Maybe you didn't bring it up because you thought you were the only person who didn't like it. Maybe you didn't want to make a fool of yourself by making it an issue. Or maybe you thought your boss would be irritated if you mentioned it. If any of this sounds familiar, this course is designed to help you. It suggests how you can compare your fears of negative outcomes against the potential gains of making a change. It explains the ways you can find out if others want the change, too, so that you know ahead of time what kind of resistance your idea will face. It even offers suggestions for making office politics work for you when you make suggestions. Finally, it gives you ideas on how to build a strong, positive reputation that will stand you in good stead with management. **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**

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

Perspectives on Conflict

COURSE TSA-COMM-PERSPTVCONFLICT-0001

Description: What is meant by the term -conflict,- and what are the general attitudes towards it in the workplace? In this course, three prevailing attitudes towards conflict are compared. These are that:

--Conflict is always a bad thing

--Conflict is always a good thing

--A certain level of conflict is productive, but too much is undesirable.

This last view informs the rest of the course, which goes on to describe how a healthy and productive level of conflict can be encouraged in an organization, promoting a win-win philosophy that improves performance. Of course, conflict cannot always be contained at this productive level, and often spills over into becoming destructive. Therefore, learners will also discover how to recognize the signs and symptoms of destructive conflict, so that they can deal with it in the workplace. **Duration=5.5**

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Strategic Planning and Risk Management

COURSE

Description: Understanding how to excel in a climate of risk using strategic planning is crucial in today's business environment. This course will help you analyze where your business is going and how it should get there. This will help you successfully navigate the dangers inherent in risk taking. Minimizing your risk through strategic planning is planning for your success. **Duration=2.5**

The Emotionally Intelligent Leader

COURSE TSA-COMM-EMOTINTELEAD-000

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 Secrets of Female Leaders

COURSE TSA-LEAD-SECRTFEMALEAD-0001

Description: This course reveals the secrets of many women who have become successful business leaders. It teaches women how to become players in the business world and make their careers work for them. Learners will also discover some of the ways great female leaders handle themselves and gain even more professional power. **Duration=2.5**