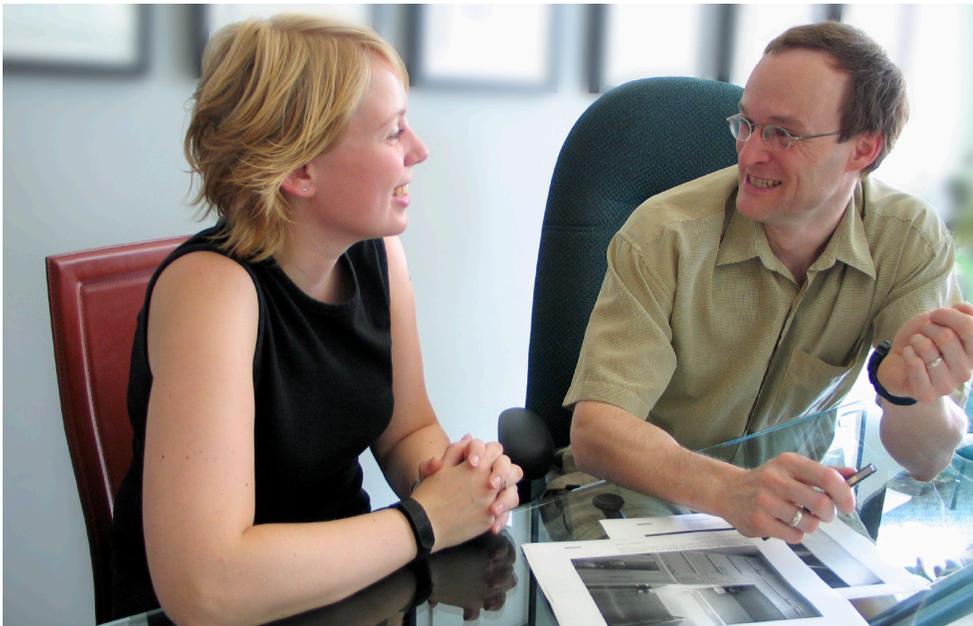




Communicating Face to Face

Federal leaders, whether in a formal or informal leadership position, rely on face-to-face communication to connect with and influence peers, supervisors, employees, and internal and external stakeholders. Through this seminar, you will enhance your interpersonal communication skills for more productive workplace interactions.

- Identify your own communication style in order to make improvements.
- Study and adopt interpersonal communication techniques used by great communicators.
- Learn and practice new skills in real-world communication simulations.
- Understand how to defuse intensity during difficult conversations and interactions.



Building Productive Workplace Relationships Through Improved Understanding

Through presentations and interactive group exercises, this seminar will cover key techniques for getting the most out of your interpersonal interactions. During the seminar, a professional communication coach will help you master effective one-on-one communication using video feedback, public sector case studies and individual consultation.

SKILL IMMERSION

COMPETENCIES

- Interpersonal Skills
- Conflict Management
- Influencing/Negotiating
- Partnering
- Oral Communication

DATES & LOCATIONS

January 23–26, 2012

August 20–23, 2012

At the Eastern Management Development Center in Shepherdstown, WV

This training facility is 70 miles from Washington, DC in the Blue Ridge Mountains above the Potomac River.

March 5–8, 2012

September 24–27, 2012

At the Western Management Development Center in Aurora, CO

This facility offers a campus-style learning environment convenient to both Denver and the majestic Rocky Mountains.

For information on presenters and day-to-day schedules, please go to www.leadership.opm.gov

“This program provided me with the initial tools needed to respond appropriately in angry conversations as well as to requests.”

Register Now for the Communicating Face to Face Seminar

This program is designed for informal leaders or supervisors with direct reports who wish to master the art of building productive relationships through improved communication and understanding.

Receive Personalized Consultation on Your Communication Skills

- Identify and enhance your own communication style.
- Study interpersonal communication techniques used by great communicators and incorporate the strategies into your own interactions.
- Practice key skills in small groups through simulations of real world-relevant communication situations.
- Learn to build rapport with ease.
- Master effective communication through video feedback, public sector case studies, and individual consultation from a professional communication coach.

“Through interacting with other Federal employees, my experience increased my overall respect for the people who work in government and the services we provide.”

TUITION

\$4,400

LEAD

This seminar meets the supervisor and manager track requirements of the LEAD Certificate Program.

Leadership Education & Development Certificate Program—A complete leadership development curriculum for current and aspiring government leaders, providing official recognition of achievement at every level. For more info, go to www.leadership.opm.gov/certificates/LEAD/index.aspx

RECOMMENDED PRIOR COURSES

Leadership Assessment Program Levels I and II

Collaborative Leadership Seminar

SUGGESTED FOLLOW-ON COURSE

Conflict Resolution Skills

For information on presenters and day-to-day schedules, please go to www.leadership.opm.gov

Three Ways to Register

1. Register Online at www.leadership.opm.gov

Initiate course registration with your Government Purchase Card payment, the fastest way to reserve your space. Use your own agency-specific procurement forms. Once we have received your payment, you will receive confirmation within two business days.

2. Fax a Registration Form, found in a catalog or online. This form can be used for courses at the Federal Executive Institute or Management Development Centers.

3. Contact a Representative Customer Service Office:

Toll Free: 888-676-9632

Phone: 304-870-8008

Fax: 304-870-8078

TDD/TTY 304-870-8066

Email: register@opm.gov



UNITED STATES OFFICE OF
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Great Leaders for Great Government.
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