

CAPS Communication and Professional Skills



SCHEDULE OF CLASSES

October 2017 - December 2018

Real-World Training
For Real-World Challenges



graduateschool.edu/cps 888.744.GRAD

Curriculum

Communication and Professional Skills

Business and Administrative Skills

Courses focus on skills like leadership, running effective meetings, office and time management, and customer service.

Foundation

- Customer Service Excellence (ADMB7003D)
- Increasing Personal Effectiveness (COMM7027D)
- Managing Multiple Priorities (ADMB7007D)
- Office Management (ADMB7009D)
- Time Management (ADMB7028D)

Advanced

- Administrative Officers Workshop (ADMB7000D)
- Effective Meetings (ADMB8006D)
- Freedom of Information and Privacy Acts (PMGT7000D)
- Informal Rulemaking - How to Make It Work (PGMT7510D)
- Leadership Skills for Non-Supervisors (ADMB7006D)

Communication Skills

Courses focus on various forms of oral and nonverbal communication skills, covering topics such as assertiveness, conflict resolution, public speaking, listening and memory development, effective communication with customers, and more.

Foundation

- Assertiveness Skills (COMM7001D)
- Communicating for Results (COMM7003D)
- Communication Skills (COMM7005D)
- Customer Service Excellence (ADMB7003D)
- Effective Communication with Customers (COMM8000D)
- Interpersonal Communications (COMM7006D)
- Listening and Memory Development (COMM7007D)
- Speaking with Confidence (COMM7010D)

Communication Skills (Cont'd)

Intermediate

- Constructive Conflict Resolution (COMM7004D)
- Effective Meetings (ADMB8006D)
- Increasing Personal Effectiveness (COMM7027D)
- Positive Approaches to Difficult People (COMM7009D)
- Speaking with Clarity (COMM7033D)

Advanced

- Briefing Techniques (COMM7002D)
- Facilitator Workshop (TDEV8120D)
- Negotiating Techniques (MGMT9104D)

English and Writing Skills

Courses focus on various forms of oral and nonverbal communication skills, covering topics such as assertiveness, conflict resolution, public speaking, listening and memory development, effective communication with customers, and more.

Foundation

- Essentials of English (ENGL7000D)
- Fundamentals of Writing (WRIT7010D)
- Grammar for Professionals (ENGL7005D)

Intermediate

- Editing for Impact (EDIT7100D)
- Effective Government Correspondence (WRIT7007D)
- Proofreading (EDIT7001D)
- Report Writing (WRIT7020D)
- Writing for Results (WRIT7110D)

Advanced

- Clear Writing through Critical Thinking (WRIT7100D)

Visit graduateschool/cps for more information.



Communication and Professional Skills

To be a key contributor in your organization, you need well-developed communication and professional skills. Graduate School USA offers courses designed to help you develop and expand your abilities, with a focus on:

- **Business and Administrative Skills**
- **Communication Skills**
- **English and Writing Skills**

Business and Administrative courses explore skills like leadership, office and time management, and customer service.

Communication courses focus on various forms of oral and nonverbal communication skills, covering topics such as assertiveness, conflict resolution, public speaking, listening and memory development, effective communication with customers, and more.

English and Writing courses address written language skills, including editing and proofreading, grammar and usage, writing reports and government correspondence, and more.



On-site Training

What's in it for you:

Cost Savings

As your organization's training needs increase, so does the need to minimize the cost associated with it. By bringing Graduate School USA's courses to your location, you can eliminate the cost of sending your staff to another site. Choosing on-site training means your organization will:

- Eliminate travel costs such as employee airfare, transportation, per diem, parking, and rental cars.
- Maximize employee training time with no need for travel, overtime, or compensatory pay.
- Save with pricing levels based on number of participants.

Convenience

- Choose the best time to learn based on your employees' workloads and schedules.
- Benefit from courses scheduled to fit your needs.
- Experience turn-key delivery—pick the training, time, and place, and we handle the rest.

Relevance

- Our courses are modularized, which allows for on-demand training engagements.

Specialized Client Services

- Get assistance with site selection, scheduling, marketing, and more.

Delivery Format

- Select from a variety of formats, including instructor-led classroom sessions or a variety of distance education options.

Visit graduateschool.edu/onsite for more information.

Communication and Professional Skills

Business and Administrative Skills

| | |
|------------------------------------|---|
| Customer Service Excellence..... | 4 |
| Critical Thinking | 5 |
| Managing Multiple Priorities | 5 |
| Office Management..... | 6 |
| Problem Solving | 6 |
| Time Management..... | 7 |
| Instructor Training..... | 7 |
| Assertiveness Skills | 8 |

Communication Skills

| | |
|---|----|
| Briefing Techniques..... | 8 |
| Communication Skills..... | 9 |
| Communicating for Results | 9 |
| Constructive Conflict Resolution | 10 |
| Effective Communication with Customers | 10 |
| Increasing Personal Effectiveness..... | 12 |
| Interpersonal Communications | 12 |
| Listening and Memory Development | 13 |
| Positive Approaches to Difficult People | 13 |
| Speaking with Clarity..... | 14 |
| Speaking with Confidence..... | 14 |

English and Writing Skills

| | |
|--|----|
| Clear Writing through Critical Thinking..... | 16 |
| Editing for Impact | 17 |
| Effective Government Correspondence..... | 18 |
| Executive Writing | 19 |
| Fundamentals of Writing..... | 20 |
| Government Email Writing..... | 21 |
| Grammar for Professionals | 21 |
| Proofreading | 22 |
| Report Writing | 22 |
| Writing Government Technical Documents..... | 23 |
| Writing for Results | 24 |



Schedule
Contract GS-10F-0228P

Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874.

We can provide customized support to your agency to help you meet your annual training requirements. Visit graduateschool.edu/gsa.

Schedules, course content, pricing, instructors, and other terms and conditions of products and services offered by Graduate School USA are subject to change without prior notice.

Graduate School USA is a private, not-for-profit educational institution, not affiliated with the federal government or any federal agency or department.

Business and Administrative Skills



graduateschool.edu/cps

Customer Service Excellence

ADMB7003D 2 Days 1.2 CPE \$679

Become “customer-driven” and learn how to take service to the top, inspiring others to provide quality service. Gain proficiency in identifying your internal and external customers. Discover the latest methods for enhancing customer service and handling problems, including anticipating and responding to customers’ needs.

LEARNING OUTCOMES

- Understand customer service and service excellence
- Know the basics of service excellence
- Explain why customer service is important to you, your organization and your customers

WHO SHOULD ATTEND?

Anyone who deals with internal or external customers

SESSION SCHEDULE

LOCATION

| | |
|---------------------------|-------------------|
| 11/28/17 - 11/29/17 | Washington, DC |
| 2/08/18 - 2/09/18 | Washington, DC |
| 4/05/18 - 4/06/18 | Washington, DC |
| 5/03/18 - 5/04/18 | San Francisco, CA |
| 6/07/18 - 6/08/18 | Washington, DC |
| 7/12/18 - 7/13/18 | Washington, DC |
| 8/02/18 - 8/03/18 | Washington, DC |
| 9/06/18 - 9/07/18 | Washington, DC |
| 11/29/18 - 11/30/18 | Washington, DC |

Critical Thinking

ADMB8146D 2 Days 1.2 CEU \$649

Learn strategies to deepen your thinking about various workplace topics. Enhance memory skills and build greater understanding. Apply your ideas effectively, and analyze arising issues in depth. Evaluate products, services, and procedures. Enhance your deductive and inductive reasoning to build strong logical arguments. Avoid the logical fallacies that trip up many writers and thinkers. Think with greater depth and clarity for improved effectiveness on the job..

LEARNING OUTCOMES

- Understand Bloom’s thinking skills and move to ever-deeper levels
- Use memory-enhancement techniques
- Understand concepts and apply them in real situations
- Use thought tools to analyze and evaluate issues
- Build arguments deductively or inductively
- Identify and eliminate errors in logic
- Apply critical-thinking skills in group settings
- Help groups move through the stages of thinking

WHO SHOULD ATTEND?

Anyone who wishes to sharpen thinking skills in the workplace as an individual, a team member, or a leader

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 10/24/17 - 10/25/17 | Washington, DC |
| 4/17/18 - 4/18/18..... | Washington, DC |
| 6/19/18 - 6/20/18..... | Washington, DC |
| 8/21/18 - 8/22/18..... | Washington, DC |
| 10/23/18 - 10/24/18..... | Washington, DC |

Managing Multiple Priorities

ADMB7007D 1 Day .6 CPE \$449

Regain control over your workload, increase your efficiency, and ease your stress. Learn ways to dig out from beneath the mountain of paperwork, emails, and assignments, and eliminate anxiety over and frustration about your many responsibilities. Discover strategies for goal setting and prioritizing, as well as methods for overcoming procrastination. Learn to handle professional challenges with confidence!

LEARNING OUTCOMES

- Identify and resolve barriers to setting priorities
- Prioritize tasks based on degree of importance and urgency
- Apply the SMART goal-setting system
- Plan your time more efficiently
- Eliminate time wasters
- Organize and handle paperwork and files efficiently

WHO SHOULD ATTEND?

All individuals who want to learn practical skills to manage and gain control over their workloads, increase their efficiency, set goals, prioritize tasks and overcome procrastination

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/01/17 - 11/01/17 | Washington, DC |
| 2/07/18 - 2/07/18..... | Washington, DC |
| 4/04/18 - 4/04/18..... | Washington, DC |
| 5/02/18 - 5/02/18..... | San Diego, CA |
| 6/06/18 - 6/06/18..... | Washington, DC |
| 7/11/18 - 7/11/18..... | Washington, DC |
| 8/01/18 - 8/01/18..... | Washington, DC |
| 9/05/18 - 9/05/18..... | Washington, DC |
| 11/07/18 - 11/07/18 | Washington, DC |

Office Management

ADMB7009D 3 Days 1.8 CEU \$899

Raise the performance level of your office by implementing practical strategies gained through hands-on experience. Acquire skills in team building, goal setting, leadership development, conflict resolution, and decision making. Become adept at working with others to set goals, improve performance, and develop your leadership skills.

LEARNING OUTCOMES

- Understand the managerial functions of your job
- Set realistic goals for yourself and your office staff
- Analyze problem-solving and decision-making steps applicable to the office setting
- Delegate work and provide on-the-job training
- Assess your leadership style and develop strategies to enhance your leadership abilities
- Understand motivation and its effect on work and leadership styles
- Identify a communications model and apply it in an office setting
- Apply time management and work distribution techniques

WHO SHOULD ATTEND?

Office managers, program specialists, program assistants, and administrative staff who want to effectively manage their work environment and achieve organizational goals

SESSION SCHEDULE LOCATION

| | |
|------------------------|----------------|
| 3/27/18 - 3/29/18..... | Denver, CO |
| 4/24/18 - 4/26/18..... | Washington, DC |
| 7/24/18 - 7/26/18..... | Washington, DC |
| 9/26/18 - 9/28/18..... | Washington, DC |

Problem Solving

ADMB8129D 2 Days 1.2 CEU \$649

Understand problem solving as a process that relates to all positions in all agencies. Learn critical- and creative-thinking strategies to enhance your problem-solving abilities. Define problems by thoroughly analyzing their causes and effects. Brainstorm possible solutions and decide which one would work best at your unit or department. Apply your proposed solution and evaluate it, discovering what works well and what could be improved. Then implement your solution and monitor it. Learn to solve problems by yourself and also as part of a group or larger organization.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------|-------------------|-------|
| Problem Solving (Lead Self) | N/A | 12 |

LEARNING OUTCOMES

- Understand the problem-solving process
- Learn specific strategies for each stage of the process
- Analyze causes and effects of problems
- Brainstorm many possible solutions
- Choose one or two possibilities and apply them to the problem
- Evaluate your proposed solution and discover ways to improve it
- Implement and monitor the solution

WHO SHOULD ATTEND?

Anyone who wishes to improve problem-solving abilities in the workplace

SESSION SCHEDULE LOCATION

| | |
|---------------------------|----------------|
| 10/26/17 - 10/27/17 | Washington, DC |
| 2/22/18 - 2/23/18..... | Washington, DC |
| 4/19/18 - 4/20/18..... | Washington, DC |
| 6/21/18 - 6/22/18..... | Washington, DC |
| 8/23/18 - 8/24/18..... | Washington, DC |
| 10/25/18 - 10/26/18..... | Washington, DC |

Time Management

ADMB7028D 3 Days 1.8 CEU \$899

Discover practical techniques for managing time and increasing your professional and personal effectiveness. Learn how to devote time to the most important tasks and goals, how to organize yourself and how to organize your environment. Implement strategies for handling interruptions, anticipating deadlines and motivating yourself.

LEARNING OUTCOMES

- Recognize the benefits of time management, evaluate productivity, identify goals and set priorities
- Use technology to save time instead of waste time
- Maintain a reasonable work load by managing expectations
- Increase productivity by controlling interruptions and meetings, and recognize factors that adversely affect productivity
- Avoid information overload by identifying causes, screening information, controlling paperwork, using a filing system to organize your office and communicating effectively

WHO SHOULD ATTEND?

All individuals who want to learn practical skills to manage their time and increase their professional and personal effectiveness

SESSION SCHEDULE

LOCATION

| | |
|---------------------------|----------------|
| 11/02/17 - 11/03/17 | Washington, DC |
| 2/08/18 - 2/09/18 | Washington, DC |
| 4/05/18 - 4/06/18 | Washington, DC |
| 5/03/18 - 5/04/18 | San Diego, CA |
| 6/07/18 - 6/08/18 | Washington, DC |
| 7/12/18 - 7/13/18 | Washington, DC |
| 8/02/18 - 8/03/18 | Washington, DC |
| 9/06/18 - 9/07/18 | Washington, DC |
| 11/08/18 - 11/09/18 | Washington, DC |

Instructor Training

CDEV9001D 4 Days 2.4 CEU \$1,199

Sharpen and improve your instructional skills and become a more polished presenter. Discover proven training techniques for large and small groups, in a variety of training venues, including methods for engaging remote participants. Practice using methodologies in addition to lecture to enhance participant involvement and retention of learning outcomes. Experience hands-on engagement including using a variety of instructional methods from presentation and demonstration to role-playing and game-playing. Develop a personal toolkit of training techniques and learn to evaluate your training success and return on investment.

LEARNING OUTCOMES

- Understand the varying needs of the adult learner in the classroom environment
- Appreciate different learning styles and identify your own preferred style
- Effectively use nonverbal communication techniques to manage the group
- Use PowerPoint presentations, charts and hand-outs effectively
- Apply the five phases of the instructional design process
- Use alternatives to lecturing that actively involve both present and remote learners, while enhancing learning outcomes
- Strengthen your presentation skills and techniques for a variety of training venues
- Assess whether learning has occurred and its impact on the return on investment

WHO SHOULD ATTEND?

All employees who conduct training, manage training, make presentations or who want to enhance their retention of learning outcomes

SESSION SCHEDULE

LOCATION

| | |
|---------------------------|----------------|
| 12/05/17 - 12/08/17 | Washington, DC |
| 3/20/18 - 3/23/18 | Washington, DC |
| 7/17/18 - 7/20/18 | Washington, DC |
| 9/18/18 - 9/21/18 | Washington, DC |
| 12/04/18 - 12/07/18 | Washington, DC |

Communication Skills



graduateschool.edu/cps

Briefing Techniques

COMM7002D 3 Days 1.8 CEU \$999

Develop your ability to give concise briefings that convey your main message quickly and clearly. Learn and practice essential strategies for delivering short structured briefings in this hands-on course. Your briefings are recorded for playback, and your instructor will provide useful coaching and tips.

Class size is limited to 15 participants to ensure individualized attention.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|--------------------------------|-------------------|-------|
| Oral Communication (Lead Self) | N/A | 18 |

LEARNING OUTCOMES

- Define the objective and build your message accordingly
- Utilize the correct style and tone to convey your information
- Analyze your audience and the setting
- Organize your key points in a logical and concise manner
- Learn how to stick to the point and avoid rambling
- Develop a powerful wrap-up

WHO SHOULD ATTEND?

Anyone who wants to deliver clear and succinct briefings

SESSION SCHEDULE

LOCATION

| | |
|---------------------------|-----------------|
| 12/05/17 - 12/07/17 | Washington, DC |
| 2/06/18 - 2/08/18 | Washington, DC |
| 3/06/18 - 3/08/18 | San Diego, CA |
| 4/03/18 - 4/05/18 | Washington, DC |
| 5/01/18 - 5/03/18 | Washington, DC |
| 5/08/18 - 5/10/18 | Atlanta, GA |
| 6/05/18 - 6/07/18 | Washington, DC |
| 7/10/18 - 7/12/18 | Washington, DC |
| 7/17/18 - 7/19/18 | Seattle, WA |
| 8/01/18 - 8/03/18 | Washington, DC |
| 9/05/18 - 9/07/18 | Washington, DC |
| 9/26/18 - 9/28/18 | San Antonio, TX |
| 11/14/18 - 11/16/18 | Washington, DC |

Communication Skills

COMM7005D 5 Days 3 CEU \$1,399

Master the fundamental communication skills needed to get ahead. Much of your job success depends on your ability to communicate well, both in person and on paper. Discover how to analyze verbal and nonverbal communications, write clearly and concisely, organize and deliver an oral presentation, and break down communication barriers to work better with others.

LEARNING OUTCOMES

- Recognize your own behavior style
- Deal effectively with different personalities
- Organize and deliver an oral presentation
- Recognize communication barriers and how to minimize them
- Organize your written work more clearly and concisely

WHO SHOULD ATTEND?

Anyone who wants to become a better speaker, listener and writer on the job

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/13/17 - 11/17/17 | Washington, DC |
| 2/12/18 - 2/16/18..... | Washington, DC |
| 3/19/18 - 3/23/18..... | Washington, DC |
| 5/14/18 - 5/18/18..... | Washington, DC |
| 7/16/18 - 7/20/18..... | Washington, DC |
| 9/17/18 - 9/21/18..... | Washington, DC |
| 11/05/18 - 11/09/18..... | Washington, DC |

Communicating for Results

COMM7003D 2 Days 1.2 CEU \$649

Overcome barriers to effective office communications. Develop strategies to increase your ability to be understood by identifying your own communication style and that of others. Explore methods of interpreting verbal and nonverbal feedback and the use of appropriate repetition to clarify communications

LEARNING OUTCOMES

- Apply the elements in the communications process for understanding and action
- Speak more clearly and directly
- Recognize and correctly interpret verbal and nonverbal feedback
- Listen for intent and meaning in another’s message
- Distinguish among assertive, nonassertive and aggressive behaviors
- Express your needs assertively
- Resolve problems and challenges with co-workers and supervisors

WHO SHOULD ATTEND?

Anyone who wants to communicate more effectively with others at work

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 12/04/17 - 12/05/17 | Washington, DC |
| 2/15/18 - 2/16/18..... | Washington, DC |
| 3/15/18 - 3/16/18..... | Washington, DC |
| 5/17/18 - 5/18/18..... | Washington, DC |
| 7/02/18 - 7/03/18..... | Washington, DC |
| 9/06/18 - 9/07/18..... | Washington, DC |
| 11/01/18 - 11/02/18..... | Washington, DC |



Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874.

We can provide customized support to your agency to help you meet your annual training requirements. Visit graduateschool.edu/gsa.

Constructive Conflict Resolution

COMM7004D 3 Days 1.8 CEU \$899

Conflict is inevitable, but transforming it into positive outcomes is a skill. Learn how to shape even the most difficult circumstances into satisfying, win-win experiences. Discover a wide variety of proven constructive approaches that lead to productive resolutions and teaching moments. Develop the tools for quickly analyzing and responding to difficult situations and share them with your team to make conflicts approachable and productive.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Conflict Management (Lead People) | N/A | 18 |

LEARNING OUTCOMES

- Recognize attitudes and behaviors that create conflict
- Resolve conflict with constructive confrontation and resolution skills
- Analyze conflict situations and select appropriate strategies to resolve the differences
- Anticipate and prevent conflict
- Create conditions that encourage cooperation

WHO SHOULD ATTEND?

Anyone who wants to better manage workplace conflicts

SESSION SCHEDULE LOCATION

| | |
|---------------------------|----------------|
| 11/15/17 - 11/17/17 | Washington, DC |
| 3/27/18 - 3/29/18 | Washington, DC |
| 6/06/18 - 6/08/18 | Washington, DC |
| 9/19/18 - 9/21/18 | Washington, DC |
| 12/05/18 - 12/07/18 | Washington, DC |

Effective Communication with Customers

COMM8000D 2 Days 1.2 CEU \$649

Develop superior customer service by learning the basics of effective communication to successfully interact with internal and external customers. Become adept at recognizing and anticipating the needs of others; being flexible when handling requests and complaints; and spotting and responding to important verbal and nonverbal messages.

LEARNING OUTCOMES

- Understand the relationship between effective communication and quality service
- Know the elements necessary for effective communication with customers
- Use knowledge of listening, verbal and nonverbal cues, and communications styles to provide quality service
- Practice and apply communication tools and techniques for handling requests, problems and complaints effectively to the satisfaction of the customer

WHO SHOULD ATTEND?

All those who want to successfully interact with their internal and external customers, become better team players and handle a variety of personalities at work

SESSION SCHEDULE LOCATION

| | |
|---------------------------|----------------|
| 2/12/18 - 2/13/18 | Washington, DC |
| 4/17/18 - 4/18/18 | Washington, DC |
| 6/12/18 - 6/13/18 | Washington, DC |
| 8/13/18 - 8/14/18 | Washington, DC |
| 10/29/18 - 10/30/18 | Washington, DC |
| 12/12/18 - 12/13/18 | Washington, DC |



Many of our classes are Guaranteed-to-Go.

We are constantly adding new classes, making it easier for you to schedule and register for training throughout the fiscal year.

GUARANTEED-TO-GO CLASSES

Review the classes and register with confidence at graduateschool.edu/gtog.

Increasing Personal Effectiveness

COMM7027D 2 Days 1.2 CEU \$799

Gain practical tools for your day-to-day interactions that you can use to create and sustain personal effectiveness. This skills-based course by Employee Development Systems includes the DISC Personal Profile System and other assessments, and enables you to identify improvement opportunities and develop new proficiencies to become more effective personally and professionally.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Conflict Management (Lead People) | N/A | 4 |
| Continual Learning (Lead Self) | N/A | 4 |
| Oral Communication (Lead Self) | N/A | 4 |

LEARNING OUTCOMES

- Use communication skills that facilitate effective relationships
- Apply techniques to improve team cooperation and communication
- Manage conflict with individuals who have different behavioral styles
- Set goals for success

WHO SHOULD ATTEND?

Individuals who wish to expand their capacity for success, both personal and professional

SESSION SCHEDULE LOCATION

| | |
|---------------------------|----------------|
| 12/04/17 - 12/05/17 | Washington, DC |
| 3/01/18 - 3/02/18 | Washington, DC |
| 6/07/18 - 6/08/18 | Washington, DC |
| 9/06/18 - 9/07/18 | Washington, DC |
| 12/04/18 - 12/05/18 | Washington, DC |

Interpersonal Communications

COMM7006D 2 Days 1.2 CEU \$749

Learn proven techniques to work more productively and improve your everyday interactions with others. Discover conflict resolution strategies and negotiation techniques, and benefit from useful tips on tact and diplomacy.

This course is part of the Certificate of Accomplishment in Program and Management Analysis.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|---|-------------------|-------|
| Conflict Management (Lead People) | N/A | 2 |
| Influencing/Negotiating (Lead Teams/Projects) | N/A | 2 |
| Interpersonal Skills (Lead Self) | N/A | 2 |
| Oral Communication (Lead Self) | N/A | 4 |
| Problem Solving (Lead Self) | N/A | 2 |

LEARNING OUTCOMES

- Adjust your conversational style to meet the needs of others
- Understand why you respond in a particular way to conflict
- Listen more effectively
- Work through or prevent conflict by avoiding destructive statements or actions
- Recognize and use appropriate behavior to work harmoniously and productively
- Select the best option for negotiating

WHO SHOULD ATTEND?

Individuals who want to enhance their interpersonal skills to better communicate with others

SESSION SCHEDULE LOCATION

| | |
|---------------------------|----------------|
| 11/09/17 - 11/10/17 | Washington, DC |
| 3/07/18 - 3/08/18 | Washington, DC |
| 4/10/18 - 4/11/18 | Washington, DC |
| 5/21/18 - 5/22/18 | Washington, DC |
| 6/12/18 - 6/13/18 | Washington, DC |
| 7/12/18 - 7/13/18 | Washington, DC |
| 8/16/18 - 8/17/18 | Washington, DC |
| 9/13/18 - 9/14/18 | Washington, DC |
| 11/08/18 - 11/09/18 | Washington, DC |

Listening and Memory Development

COMM7007D 2 Days 1.2 CEU \$649

Improve work performance by increasing your ability to absorb and retain information. Learn the techniques for listening and capturing information for convenient recall. Develop more confidence and improve productivity with your enhanced ability to access and recall important deadlines, policies and other information.

LEARNING OUTCOMES

- Recognize the value of active listening
- Know the four key elements of good listening
- Understand your listening style and listening attitude
- Improve your listening skills and develop effective listening habits
- Recognize the major memory systems and techniques as well as items contributing to memory
- Train your memory by selecting the memory system and techniques that work best for you and are appropriate for the situation
- Improve your ability to remember names and numbers

WHO SHOULD ATTEND?

Individuals who want to improve their ability to absorb and retain information

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/29/17 - 11/30/17 | Washington, DC |
| 2/21/18 - 2/22/18..... | Washington, DC |
| 4/25/18 - 4/26/18..... | Washington, DC |
| 6/19/18 - 6/20/18..... | Washington, DC |
| 8/07/18 - 8/08/18..... | Washington, DC |
| 9/26/18 - 9/27/18..... | Washington, DC |
| 11/15/18 - 11/16/18..... | Washington, DC |

Positive Approaches to Difficult People

COMM7009D 2 Days 1.2 CEU \$649

Do not let "difficult" people ruin another day! Learn approaches for maintaining your composure and clarifying underlying issues, as well as strategic questioning and listening techniques to discover what is behind someone with a difficult personality. Leave the course refreshed and prepared to minimize the negative impact of difficult people in your work environment.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Conflict Management (Lead People) | N/A | 12 |

LEARNING OUTCOMES

- Interact more effectively with difficult people
- Assess your own personality and behavior styles
- Deal effectively with criticism
- Recognize conflict-inducing behaviors
- Utilize a six-step technique to develop assertive responses
- Identify the eight types of difficult people
- Identify positive strategies for dealing with challenging personalities

WHO SHOULD ATTEND?

Anyone who may deal with difficult customers, clients, bosses, co-workers or employees

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 10/24/17 - 10/25/17 | Washington, DC |
| 3/27/18 - 3/28/18..... | Washington, DC |
| 5/23/18 - 5/24/18..... | Washington, DC |
| 7/25/18 - 7/26/18..... | Washington, DC |
| 9/27/18 - 9/28/18..... | Washington, DC |
| 11/29/18 - 11/30/18..... | Washington, DC |

Speaking with Clarity

COMM7033D 5 Days 3 CEU \$1,399

Speak clearly and understandably! Whether you seek to practice pronunciation, reduce an accent, or develop a strong working vocabulary, create a more positive impression by improving the clarity and vocal quality of your spoken English.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|--------------------------------|-------------------|-------|
| Oral Communication (Lead Self) | N/A | 30 |

LEARNING OUTCOMES

- Identify and use standard English forms of grammar and pronunciation
- Identify the standard and non-standard forms and patterns of your speech
- Be more aware of how others perceive your spoken communications
- Polish your English speaking skills to improve interactions in the workplace

WHO SHOULD ATTEND?

Individuals who want to improve the clarity and vocal quality of their spoken English, including nonnative English speakers

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/07/17 - 11/08/17 | Washington, DC |
| 2/21/18 - 2/22/18 | San Diego, CA |
| 3/27/18 - 3/28/18 | Washington, DC |
| 5/22/18 - 5/23/18 | Washington, DC |
| 6/12/18 - 6/13/18 | Washington, DC |
| 7/10/18 - 7/11/18 | Washington, DC |
| 8/01/18 - 8/02/18 | Washington, DC |
| 9/06/18 - 9/07/18 | Washington, DC |
| 11/08/18 - 11/09/18 | Washington, DC |

Speaking with Confidence

COMM7010D 3 Days 1.8 CEU \$899

Use a step-by-step approach to gain skills in speaking before groups more comfortably and confidently. Your presentations are recorded for playback, and your instructor provides helpful coaching and tips.

Class size is limited to 15 participants to ensure individualized attention.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|--------------------------------|-------------------|-------|
| Oral Communication (Lead Self) | N/A | 18 |

LEARNING OUTCOMES

- Use proven techniques to overcome nervousness
- Learn how to make your presentation style more natural
- Demonstrate how to open and close a speech effectively
- Know your audience and the setting, and adjust your style appropriately
- Learn how to field audience questions

WHO SHOULD ATTEND?

Anyone who speaks in front of small or large groups and has little presentation experience

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/01/17 - 11/03/17 | Washington, DC |
| 3/27/18 - 3/29/18 | Washington, DC |
| 5/09/18 - 5/11/18 | Washington, DC |
| 7/25/18 - 7/27/18 | Washington, DC |
| 9/19/18 - 9/21/18 | Washington, DC |
| 11/14/18 - 11/16/18 | Washington, DC |



Schedule
Contract GS-10F-0228P

Professional Services Schedule, SIN C874

Graduate School USA is an approved contract holder to offer training and consulting services under Professional Services Schedule, SIN C874. We can provide customized support to your agency to help you meet your annual training requirements.

874-4 Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships

874-1 Integrated Consulting Services: Management or Strategy Consulting, Facilitation and Related Decision Support, Survey Services, Advisory and Assistance Services in Accordance with FAR 37.203

English and Writing Skills



graduateschool.edu/cps

Clear Writing through Critical Thinking

WRIT7100D

3 Days

1.8 CEU

\$999

Think more clearly by improving your writing. Write more clearly by improving your thinking. Understand critical thinking and learn strategies for deeper and deeper levels of thinking. Improve your thought process at each stage of the writing process. Create logical and persuasive arguments, and recognize and remove faulty logic. Sharpen your problem-solving skills and enhance group success. Write plainly as mandated by the Federal Plain Writing Act of 2011 and empower your career with critical thinking and clear writing.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|---|-------------------|-------|
| Influencing/Negotiating (Lead Teams/Projects) | N/A | 5 |
| Problem Solving (Lead Self) | N/A | 5 |
| Written Communication (Lead Self) | N/A | 8 |

LEARNING OUTCOMES

- Understand and apply critical thinking in writing
- Think critically to analyze problems
- Use the seven traits to evaluate and improve writing
- Apply, analyze, evaluate, and create information
- Think critically through each stage of the writing process
- Build logical and persuasive arguments
- Reason deductively and inductively
- Create arguments that are consistent, complete, sound, and valid
- Avoid faulty logic in your writing and evaluate documents you read for faulty logic
- Devise, evaluate, and implement solutions to problems

WHO SHOULD ATTEND?

Individuals who want to improve their critical thinking and writing skills; Participants taking this course should be familiar with the subject matter covered in Writing For Results (WRIT7110D). This course is the fourth of four sequenced writing courses: Grammar for Professionals (ENGL7005D), Fundamentals of Writing (WRIT7010D), Writing for Results (WRIT7110D), and Clear Writing through Critical Thinking (WRIT7100D).

| SESSION SCHEDULE | LOCATION |
|---------------------------|-----------------|
| 10/30/17 - 11/01/17 | Washington, DC |
| 12/05/17 - 12/07/17 | Washington, DC |
| 2/06/18 - 2/08/18..... | Washington, DC |
| 3/12/18 - 3/14/18..... | Washington, DC |
| 4/24/18 - 4/26/18..... | Washington, DC |
| 5/21/18 - 5/23/18..... | Washington, DC |
| 5/30/18 - 6/01/18..... | San Antonio, TX |
| 6/11/18 - 6/13/18..... | Washington, DC |
| 6/19/18 - 6/21/18..... | Dallas, TX |
| 7/09/18 - 7/11/18..... | Washington, DC |
| 8/06/18 - 8/08/18..... | Washington, DC |
| 8/14/18 - 8/16/18..... | Seattle, WA |
| 9/05/18 - 9/07/18..... | Las Vegas, NV |
| 9/10/18 - 9/12/18..... | Washington, DC |
| 10/01/18 - 10/03/18..... | Washington, DC |
| 12/03/18 - 12/05/18..... | Washington, DC |

Editing for Impact

EDIT7100D 2 Days 1.2 CEU \$649

Gain the skills for revising your business documents to improve their clarity and accuracy. The Plain Writing Act of 2010 mandates that government documents be easily understood and well organized. Learn how to revise documents to give your main ideas greater power and emphasis. Become proficient at spotting and correcting common punctuation, capitalization, and abbreviation errors, as well as frequently misused words.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 12 |

LEARNING OUTCOMES

- Use a step-by-step approach to editing
- Gain confidence in your editorial decisions
- Clarify and simplify your written documents
- Recognize and correct the most common writing mistakes

WHO SHOULD ATTEND?

Everyone who needs to edit or review documents

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 12/07/17 - 12/08/17 | Washington, DC |
| 3/08/18 - 3/09/18..... | Washington, DC |
| 6/07/18 - 6/08/18..... | Washington, DC |
| 9/06/18 - 9/07/18..... | Washington, DC |
| 12/05/18 - 12/06/18..... | Washington, DC |



Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874.

We can provide customized support to your agency to help you meet your annual training requirements. Visit graduateschool.edu/gsa.

Effective Government Correspondence

WRIT7007D 2 Days 1.2 CEU \$699

Ensure that your government emails, memos and letters meet readers' needs and expectations, and comply with the standards of the Plain Writing Act of 2010. Learn techniques to write clearly and simply so your readers can easily understand your message.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 12 |

LEARNING OUTCOMES

- Understand the qualities of good correspondence as they apply to a 21st century government environment
- Create, revise and evaluate various types of correspondence documents
- Understand the similarities and differences between paper-based documents and email
- Coordinate and conclude the document drafting process; decide when a document is ready for release
- Apply proofreading techniques for error-free correspondence
- Identify and correct weaknesses and errors in correspondence documents, including email
- Apply the priorities for effective correspondence using a systematic, yet flexible, writing process
- Interpret the intent, purpose and audience of correspondence-writing tasks
- Apply techniques to overcome writer's block, reduce stress and efficiently complete correspondence-writing tasks
- Prepare drafts through techniques for composition, including modifying templates and model documents
- Compose drafts from mind maps, notes and outlines
- Revise documents for readability and tone
- Assess whether documents meet the standards of the Plain Writing Act of 2010

WHO SHOULD ATTEND?

Individuals who need to improve and strengthen their written government correspondence, including emails, memos and letters

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/30/17 - 12/01/17 | Washington, DC |
| 3/01/18 - 3/02/18 | Washington, DC |
| 5/03/18 - 5/04/18 | Washington, DC |
| 7/09/18 - 7/10/18 | Washington, DC |
| 8/02/18 - 8/03/18 | Washington, DC |
| 9/13/18 - 9/14/18 | Washington, DC |



Schedule

Contract GS-10F-0228P

Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874.

We can provide customized support to your agency to help you meet your annual training requirements. Visit graduateschool.edu/gsa.

Essentials of English

ENGL7000D 5 Days 3 CEU \$1,399

Gain greater confidence in your writing skills by developing a solid, practical foundation in proper English usage. Master subject-verb agreement, plural and possessive forms, and forms of verbs and pronouns. Become familiar with trends in grammar and usage.

This course is part of the Certificate of Accomplishment in Personal Property Management.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 30 |

LEARNING OUTCOMES

- Use grammatical forms appropriately
- Refer to critical writing rules to avoid errors
- Apply the rules of subject-verb agreement
- Recognize and use the correct forms of verbs and pronouns
- Apply the rules of punctuation and use them skillfully
- Enhance your ability to take on new writing assignments business forms, reports, instructions and documents.

WHO SHOULD ATTEND?

Anyone, including non-native English speakers, who needs to gain a solid, practical foundation in English language rules and practice in correct construction and usage

| SESSION SCHEDULE | LOCATION |
|------------------------|----------------|
| 4/16/18 - 4/20/18..... | Washington, DC |
| 6/11/18 - 6/15/18..... | Washington, DC |
| 8/20/18 - 8/24/18..... | Washington, DC |

Executive Writing

WRIT9001D 2 Days 1.2 CEU \$799

Executives are often faced with short timeframes to prepare high-level documents that must be well written and succinct. Reviewing and approving the written work of others is another challenge many executives face. Learn proven ways to streamline and improve your written work, from policies to handbooks to controversial correspondence. Discover techniques to tactfully manage and improve others writing. By applying the key characteristics of successful executive writing, your written products will improve, as well as the quality of the feedback and support you provide to those who prepare written drafts for your signature..

LEARNING OUTCOMES

- Refresh and build your skills in the core writing principles
- Learn the seven traits of executive writing
- Diplomatically evaluate and edit the writing of others
- Ensure that you and your staff are familiar with the federal requirements of the Plain Writing Act of 2010

WHO SHOULD ATTEND?

All Federal executives and managers who present ideas in writing, and who wish to sharpen their business writing skills and those of their staff

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/30/17 - 12/01/17 | Washington, DC |
| 3/15/18 - 3/16/18..... | Washington, DC |
| 5/10/18 - 5/11/18..... | Washington, DC |
| 6/07/18 - 6/08/18..... | Washington, DC |
| 7/09/18 - 7/10/18..... | Washington, DC |
| 8/02/18 - 8/03/18..... | Washington, DC |
| 9/06/18 - 9/07/18..... | Washington, DC |

Fundamentals of Writing

WRIT7010D 3 Days 1.8 CEU \$999

Enhance your success at work by learning to prepare correct, concise and organized memos, emails and other documents. Using standard grammar and usage rules, construct simple, compound and complex sentences that communicate clearly to your readers. Use transitional words, phrases and strategies to link sentences into coherent paragraphs. The Plain Writing Act of 2010 requires all federal agencies to write public documents in a clear, concise and well-organized manner.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 18 |

LEARNING OUTCOMES

- Organize well-constructed sentences into coherent paragraphs and documents
- Write to meet the needs of your reader
- Compose clear, concise written products at work, following correct usage and grammar principles
- Structure sentences and paragraphs
- Outline and organize your writing
- Organize your business writing to clarify the purpose and ensure the reader’s understanding
- Use voice and tense correctly
- Plan each document to deliver a clear message to a specific audience
- Select precise words to achieve results
- Write concisely but effectively

WHO SHOULD ATTEND?

Individuals who want to improve their business writing skills; This course will also benefit non-native English speakers who are familiar with grammar and usage rules and skills as taught in Grammar and Usage (ENGL7005D).

See Practical Writing (WRIT1810A), a self-paced distance education course, if you want to reinforce what you learn in this course. This is the second of four sequenced writing courses: Grammar for Professionals (ENGL7005D), Fundamentals of Writing (WRIT7010D), Writing for Results (WRIT7110D), and Clear Writing through Critical Thinking (WRIT7100D).

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/27/17 - 11/29/17 | Washington, DC |
| 2/26/18 - 2/28/18 | Washington, DC |
| 4/30/18 - 5/02/18 | Washington, DC |
| 6/04/18 - 6/06/18 | Washington, DC |
| 7/11/18 - 7/13/18 | Washington, DC |
| 7/30/18 - 8/01/18 | Washington, DC |
| 9/10/18 - 9/12/18 | Washington, DC |
| 11/05/18 - 11/07/18 | Washington, DC |

Government Email Writing

WRIT7041D 1 Day .6 CEU \$349

Your emails are a reflection of your professionalism and your federal agency's image. Make sure you know how to write clear, concise and correct messages that get results. Discover techniques to improve emails that inform or persuade, and how to tactfully break bad news. Create a positive tone that ensures that your readers--your government coworkers, vendors, contractors and the general public--understand and respond appropriately to your messages. By writing emails that succeed the first time, you will avoid misunderstandings, time-consuming clarifications, and follow-up messages.

LEARNING OUTCOMES

- Quickly create clear, concise messages that get results
- Create clear, concise messages that get results
- Use best practices of government and business email writing to avoid pitfalls
- Analyze the purpose, reader, and context of each email message you send
- Create an effective subject line
- Create effective subject lines
- Use appropriate greetings and professional sign-offs
- Write clear, well-organized explanations and instructions
- Write compelling messages that persuade readers to act
- Provide easy response options to ensure action
- Use a positive, professional voice in every email you send

WHO SHOULD ATTEND?

All individuals who want their emails to convey a professional and polished message, including government employees and contractors, and those who manage others' email communication

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/29/17 - 11/29/17 | Washington, DC |
| 2/28/18 - 2/28/18 | Washington, DC |
| 5/02/18 - 5/02/18 | Washington, DC |
| 7/13/18 - 7/13/18 | Washington, DC |
| 8/01/18 - 8/01/18 | Washington, DC |
| 9/12/18 - 9/12/18 | Washington, DC |
| 11/08/18 - 11/08/18 | Washington, DC |

Grammar for Professionals

ENGL7005D 3 Days 1.8 CEU \$999

Refresh and improve your knowledge of current English grammar and usage rules. Ensure your reader can quickly and easily understand your message. Develop confidence in using correct punctuation, capitalization, spelling, verb forms, and numerals in your writing. Know when to employ different types of sentence structures, and become experienced at writing clear, correct sentences to communicate effectively with your readers..

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 18 |

LEARNING OUTCOMES

- Employ current standard grammar and usage in writing
- Punctuate and capitalize correctly
- Recognize when to use different sentence structures for different purposes
- Avoid common errors by correctly applying rules and guidelines
- Construct clear and correct sentences

WHO SHOULD ATTEND?

Individuals, including non-native English speakers, who want to refresh their knowledge of grammar; This course is the first of four sequenced writing courses: Grammar for Professionals (ENGL7005D), Fundamentals of Writing (WRIT7010D), Writing for Results (WRIT7110D), and Clear Writing through Critical Thinking (WRIT7100D).

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 10/17/17 - 10/19/17 | Washington, DC |
| 12/05/17 - 12/07/17 | Washington, DC |
| 2/06/18 - 2/08/18 | Washington, DC |
| 4/10/18 - 4/12/18 | Washington, DC |
| 5/15/18 - 5/17/18 | Washington, DC |
| 6/12/18 - 6/14/18 | Washington, DC |
| 7/17/18 - 7/19/18 | Washington, DC |
| 8/21/18 - 8/23/18 | Washington, DC |
| 9/19/18 - 9/21/18 | Washington, DC |
| 10/10/18 - 10/12/18 | Washington, DC |
| 12/04/18 - 12/06/18 | Washington, DC |

Proofreading

EDIT7001D 2 Days 1.2 CEU \$699

Avoid professional embarrassment by improving your proofreading skills. Packed with exercises, checklists, and tips, this course familiarizes you with standard proofreading marks and terms; various methods of proofreading; and punctuation, capitalization, and abbreviation rules.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 12 |

LEARNING OUTCOMES

- Recognize the importance of proofreading and the role of style rules
- Recognize and correct errors in abbreviations, capitalization, compound words, consistency, grammar and usage, number style, punctuation and spelling
- Apply techniques for comparing original with corrected material
- Indicate corrections clearly with appropriate proofreading symbols
- Proofread with greater speed and accuracy

WHO SHOULD ATTEND?

Anyone who wants to produce error-free documents, business forms, reports, and instructions

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 12/05/17 - 12/06/17 | Washington, DC |
| 3/06/18 - 3/07/18 | Washington, DC |
| 5/08/18 - 5/09/18 | Washington, DC |
| 7/10/18 - 7/11/18 | Washington, DC |
| 9/13/18 - 9/14/18 | Washington, DC |
| 11/15/18 - 11/16/18 | Washington, DC |

Report Writing

WRIT7020D 3 Days 1.8 CEU \$899

Produce reports that incorporate the best practices highlighted in the Plain Writing Act of 2010. Pinpoint your readers' needs, choose the right style and tone, and organize your content and research into a format that enhances your main points.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|-----------------------------------|-------------------|-------|
| Written Communication (Lead Self) | N/A | 18 |

LEARNING OUTCOMES

- Define the purpose and scope of a report according to the needs of the reader
- Organize and outline material
- Write sentences and paragraphs that follow principles of clear, concise government writing
- Format report data according to the purpose of the report
- Write a report that will be immediately clear to the reader
- Revise and edit reports according to the principles of effective writing

WHO SHOULD ATTEND?

Individuals who need to write clear, concise and well-organized reports

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 10/25/17 - 10/27/17 | Washington, DC |
| 3/27/18 - 3/29/18 | Washington, DC |
| 5/22/18 - 5/24/18 | Washington, DC |
| 7/10/18 - 7/12/18 | Washington, DC |
| 9/24/18 - 9/26/18 | Washington, DC |

Writing Government Technical Documents

WRIT8244D 3 Days 1.8 CEU \$749

Learn how to create clear, concise, and correct technical government-related documents. Whether you prepare standard operating procedures, white papers, Federal Register notices, or other government documents, make sure you know how to analyze each writing situation and focus on its stakeholders, audience, purpose, form, and topic. Obtain and use a model document and your agency's style guide to support your writing. Learn effective research strategies, and develop a writing style that conveys complex information in a direct and easy-to-follow manner. Create powerful first drafts; then revise, edit, and design them to reinforce your main points and get stakeholder buy-in.

LEARNING OUTCOMES

- Define government technical writing and identify types of government technical documents
- Write effective technical definitions and descriptions
- Communicate findings, conclusions and recommendations by employing critical thinking and problem solving techniques
- Avoid common technical writing pitfalls
- Use readability formulas and other editing techniques to improve document readability
- Revise, refine and proofread documents for effectiveness
- Use state-of-the-art production and revision methods for soft and hard copy
- Apply the seven traits of writing to evaluate and improve your writing
- Conduct comprehensive audience analysis for technical communication
- Use the technical writing process to plan and complete a technical writing project, using checklists and other job aids
- Collaborate effectively with others in producing government technical documents
- Organize, structure and format according to document purpose
- Design document specifications from sentence to paragraph to the full-document level
- Use graphics and visual aids when appropriate
- Reason and write logically to construct effective arguments

WHO SHOULD ATTEND?

All federal employees and government contractors who need to produce concise and accurate technical documents that convey complex information clearly

SESSION SCHEDULE

LOCATION

| | |
|---------------------------|-------------------|
| 12/05/17 - 12/07/17 | Washington, DC |
| 3/06/18 - 3/08/18 | Washington, DC |
| 4/04/18 - 4/06/18 | San Francisco, CA |
| 5/08/18 - 5/10/18 | Washington, DC |
| 7/17/18 - 7/19/18 | Washington, DC |
| 9/18/18 - 9/20/18 | Washington, DC |
| 11/27/18 - 11/29/18 | Washington, DC |



Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874.

We can provide customized support to your agency to help you meet your annual training requirements. Visit graduateschool.edu/gsa.

Writing for Results

WRIT7110D 2 Days 1.2 CEU \$799

Create documents that achieve results. Learn to analyze each writing situation-focusing on your purpose, reader, and context. Write effective explanations and instructions, using lists, headings, and graphics to get the job done. Write convincing arguments, clearly stating your position and supporting it effectively. Avoid logical fallacies in your writing and learn to spot them in messages you receive. Use writing to convince your reader and achieve real-world results. Use plain language as mandated by the Federal Plain Writing Act of 2010.

This course aligns with the following DoD financial management competencies:

| DoD FM Competency | Proficiency Level | Hours |
|---|-------------------|-------|
| Written Communication (Lead Self) | N/A | 8 |
| Influencing/Negotiating (Lead Teams/Projects) | N/A | 4 |

LEARNING OUTCOMES

- Analyze the purpose, reader, and context of each communication situation.
- Write clear, well-organized explanations and instructions.
- Use headings, lists, and graphics to communicate clearly.
- Write compelling arguments that call the reader to take action.
- Use different types of appeals to convince readers.
- Effectively organize results-oriented messages
- Analyze arguments and avoid logical fallacies
- Use plain language to communicate clearly in writing.

WHO SHOULD ATTEND?

Experienced writers who want to write more powerful, results-oriented documents; This is the third of four sequenced writing courses: Grammar for Professionals (ENGL7005D), Fundamentals of Writing (WRIT7010D), Writing for Results (WRIT7110D), and Clear Writing through Critical Thinking (WRIT7100D).

| SESSION SCHEDULE | LOCATION |
|---------------------------|----------------|
| 11/02/17 - 11/03/17 | Washington, DC |
| 3/15/18 - 3/16/18 | Washington, DC |
| 5/24/18 - 5/25/18 | Washington, DC |
| 6/14/18 - 6/15/18 | Washington, DC |
| 7/12/18 - 7/13/18 | Washington, DC |
| 8/09/18 - 8/10/18 | Washington, DC |
| 9/13/18 - 9/14/18 | Washington, DC |
| 10/04/18 - 10/05/18 | Washington, DC |
| 12/06/18 - 12/07/18 | Washington, DC |



Many of our
classes are
Guaranteed-to-Go.
We are constantly adding
new classes, making
it easier for you to
schedule and register
for training throughout
the fiscal year.

GUARANTEED-TO-GO
CLASSES

Review the classes
and register with
confidence at
graduateschool.edu/gtog.

On-Site Training

What's in it for Your Organization?

Understanding your organization's goals and training your staff to achieve them is our number one mission. That's why we can bring our courses right to your doorstep.

Our training helps build the full complement of skills federal employees need to perform their jobs with excellence, whether they hold entry-level positions or have years of government experience.

Cost Savings

As your organization's training needs increase, so does the need to minimize the cost associated with it. By bringing Graduate School USA's courses to your location, you can eliminate the cost of sending your staff to another site. Choosing on-site training means your organization will:

- Eliminate travel costs such as employee airfare, transportation, per diem, parking, and rental cars.
- Maximize employee training time with no need for travel, overtime, or compensatory pay.
- Save with pricing levels based on number of participants.



Convenience

- Choose the best time to learn based on your employees' workloads and schedules.
- Benefit from courses scheduled to fit your needs.
- Experience turn-key delivery. You pick the training, time, and place, and we handle the rest.

Relevance

- Tailor off-the-shelf training and incorporate examples and content specific to your agency.

Specialized Client Services

- Get assistance with site selection, scheduling, marketing, and more.

Delivery Format

- Select from a variety of formats, including instructor-led classroom sessions or a variety of distance education options.

Employees are an organization's greatest asset. Having a well-trained workforce helps you advance your mission. With on-site training from Graduate School USA, your success is our mission!

Visit graduateschoolusa.com/onsite for more information.



Real-World Training For Real-World Challenges



Real-World Training For Real-World Challenges

600 Maryland Avenue SW
Washington, DC 20024-2420

Non-profit
Organization
U.S. Postage
PAID
Permit Number 4297
Suburban, MD

Key Code: GRAD760B

Electronic Service Requested

Communication and Professional Skills

To be a key contributor in your organization, you need well-developed communication and professional skills. Graduate School USA offers courses designed to help you develop and expand your abilities.

Visit
graduateschool.edu/cps
for more information.



Graduate School USA is an approved contract holder to provide training and consulting services under Professional Services Schedule, SIN C874. Visit graduateschool.edu/gsa for more information.

Graduate School USA is a private, not-for-profit educational institution, not affiliated with the federal government or any federal agency or department.