



COMMUNICATION SKILLS

Enhance Your Workforce, Advance Your Career.

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

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

The Graduate School USA Difference

Graduate School USA provides a stimulating environment for a community of learners who value networking and sharing experiences, while developing the skills and knowledge that will help them improve agency productivity, as well as enhance their careers.

Committed to supporting our clients with practical, real-life applications that assist them in doing their jobs, we deliver the training solutions that only a valued partner with 95 years of federal government experience can provide. We take pride in creating dynamic training programs with only the most experienced instructors, who understand how to help you achieve individual and organizational success. Your success really is our mission!



graduateschool.edu/cps

888.744.GRAD

COMMUNICATION SKILLS COURSES

Foundation Courses

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

Intermediate Courses

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

Advanced Courses

Briefing Techniques	COMM7002D
Facilitator Workshop	TDEV8120D
Negotiating Techniques	MGMT9104D

This Core Competencies chart is designed to help you in your training decision making.

	Writing: Recognizes/Uses Correct English Grammar	Listening: Responds Appropriately to Messages	Speaking: Communicates Ideas Clearly to Listeners	Reasoning: Analyzes Data to Draw Accurate Conclusions	Creative Thinking: Uses Imagination to Combine Ideas in New Ways	Manage/Organize Information: Identifies Need; Determines Importance	Memory: Recalls Information	Planning/Evaluating: Determines Objectives and Evaluates Progress	Interpersonal Skills: Shows Understanding/Tact/Empathy to Others	Self-Esteem: Displays Professional Image; Views Self Positively	Self-Management: Manages Time and Deals with Stress	Negotiation: Works with Others toward Resolution	Stress Tolerance: Deals Calmly with High-Stress Situations	Customer Service: Works to Provide Customer Satisfaction	Oral Communication: Expresses Ideas to Individuals and Groups	Conflict Management: Resolves Disagreements Constructively	Administration/Management: Knows How to Coordinate and Execute Business Functions
Assertiveness Skills (COMM7001D)									•		•						
Communicating for Results (COMM7003D)		•	•						•								
Communication Skills (COMM7005D)	•	•	•						•		•				•		
Constructive Conflict Resolution (COMM7004D)		•							•			•			•	•	
Effective Briefing Techniques (COMM7002D)		•	•					•							•		•
Effective Communication with Customers (COMM8000D)									•			•		•	•		
Increasing Personal Effectiveness (COMM7027D)		•	•			•		•	•	•	•				•		
Interpersonal Communications (COMM7006D)			•	•					•						•		
Listening and Memory Development (COMM7007D)		•			•		•		•								
Positive Approaches to Difficult People (COMM7009D)		•									•	•				•	
Speaking with Clarity (COMM7033D)		•		•											•		
Speaking with Confidence (COMM7010D)															•		•
Stress Management (COMM7117D)										•	•						