



## **Business Skills Course List:**

### **Organizational Communications**

- Getting the Results without the Authority – 1 Day
- Negotiating Skills – 1 Day
- Communicating Across Cultures – .5 Day
- Effective Time Management – 1 Day



## Getting the Results without the Authority

### Training Course Content

**Course Description:** In today's business culture, there are circumstances in which a person who possesses no formal authority is required to accomplish a task or complete a project. Perhaps you will recognize a problem or a business need, and you will assume responsibility to resolve the issue. Or your manager may direct you to complete a task in which you will need to solicit the help of others in order to complete the task. This course offers strategies to build relationships, identify the key people you will need to help complete your project, ask them for the assistance that you need, and orchestrate the process of moving your project forward to completion.

**Course Objective:** You will you will get results without the authority.

**Course Duration:** 1 Day

**Prerequisites:** There are no prerequisites for this course.

### Course Content

#### Lesson 1: Building Relationships

Topic 1A: Lay Groundwork

Topic 1B: Establish Rapport with Associates by Helping Them

Topic 1C: Establish Your Credibility

#### Lesson 2: Creating a Strategy to Get Results

Topic 2A: Justify a Business Need

Topic 2B: Build a Plan around Your Company's Culture

#### Lesson 3: Getting What You Need from Others

Topic 3A: Prepare to Approach Others for Help

Topic 3B: Ask for What You Need

Topic 3C: Orchestrate Your Plan

Topic 3D: Reward Contributors

#### Lesson 4: Completing the Project by Yourself

Topic 4A: Justify Completing the Project by Yourself

Topic 4B: Manage the Consequences of Completing the Project by Yourself



## Negotiating Skills

### Training Course Content

**Course Objective:** You will perform the basic steps in a business negotiation.

**Course Duration:** 1 Day

**Prerequisites:** There are no prerequisite skills for this course, however, you might be interested in the following related courses: Communication Skills, Business Presentations, and Business Writing: From Email to Proposals.

### Course Content

#### Lesson 1: Preparing to Negotiate

Topic 1A: Establish a Successful Mindset

Topic 1B: Research the Other Party

Topic 1C: Determine the Value of the Item Being Negotiated

Topic 1D: Determine Where You'd like Negotiations to Take Place

Topic 1E: Establish Your Best- and Worst-Acceptable Outcomes

Topic 1F: Research Your Best Alternative to a Negotiated Agreement (BATNA)

#### Lesson 2: Initiating Negotiation: Establishing the Ground Rules

Topic 2A: Establish Rapport

Topic 2B: Establish Your Status

Topic 2C: Choose the Communication Method for Negotiation

Topic 2D: Establish the Rules of Engagement

Topic 2E: Set a Timeline

Topic 2F: Establish How Negotiation Results Will Be Communicated and Implemented

#### Lesson 3: Negotiating

Topic 3A: Encourage the Other Party to Issue the First Proposal

Topic 3B: Make the First Proposal

Topic 3C: Counter the Offer or Proposal

Topic 3D: Accept an Offer or Abort Negotiations

Topic 3E: Work through an Impasse

#### Lesson 4: Following Through

Topic 4A: Evaluate the Success of the Negotiation

Topic 4B: Follow Up on the Relationship

#### Lesson 5: Negotiating in Special Circumstances

Topic 5A: Cross-Cultural Negotiation

Topic 5B: Cross-Generational Negotiation

Topic 5C: Negotiation with Supervisors and Subordinates



## Communicating Across Cultures

### Training Course Content

**Course Description:** Increasingly, businesses around the world have become more interconnected, and companies have to think more globally in order to succeed. Despite economic ties with foreign nations, countries can be ill-prepared for doing business abroad, lacking the knowledge and sensitivity to adjust their business behavior to different cultural contexts. This course will provide you with strategies to communicate effectively across cultures.

**Course Objective:** You will communicate and conduct business effectively across cultures.

**Course Duration:** Half Day

**Prerequisites:** There are no prerequisites for this course. You may find the following courses beneficial:

- Negotiating Skills
- Managing Conflict

### Course Content

#### Lesson 1: Communicating Across Cultures

Topic 1A: Recognize Cultural Differences

Topic 1B: Communicate in Other Cultures

Topic 1C: Follow Business Protocol in Other Cultures

#### Lesson 2: Working with Other Cultures

Topic 2A: Work in Teams in Other Cultures

Topic 2B: Negotiate in Other Cultures

Topic 2C: Resolve Conflict in Other Cultures



## Effective Time Management

### Training Course Content

**Course Description:** Time is a form of currency, and the ways that we talk about it illustrate its value: we say “Time is money,” and “My time was well spent,” or “It’s a waste of time.” Like most professionals, you’ve probably struggled with managing this resource effectively. In this course, you will practice techniques that will help you achieve more effective use of your time so that you can direct your energy towards the activities that will further your professional and personal goals.

**Course Objective:** You will identify effective time-management strategies, including defining personal and professional goals, establishing priorities, and identifying the tasks that will be critical to achieving those goals. You will create a personal time-management action plan.

**Course Duration:** 1 Day

**Prerequisites:** There are no prerequisites for this course.

### Course Content

#### Lesson 1: Defining Goals

Topic 1A: Define Time Management  
Topic 1B: Describe Your Dreams  
Topic 1C: Identify Regrets  
Topic 1D: Articulate Goals

#### Lesson 5: Creating an Action Plan

Topic 5A: Create the Action Plan  
Topic 5B: Evaluate the Time-Management Process

#### Lesson 2: Analyzing Energy Allocation

Topic 2A: Identify How Energy Is Spent  
Topic 2B: Analyze Tasks  
Topic 2C: Analyze Time Usage  
Topic 2D: Analyze Energy Flow

#### Lesson 3: Identifying Personal Style

Topic 3A: Review a Successful Day or Project  
Topic 3B: Analyze Your Preferences  
Topic 3C: Identify Personal Strengths  
Topic 3D: Identify Personal Motivators  
Topic 3E: Reduce Time Wasters

#### Lesson 4: Assembling the Toolbox

Topic 4A: Negotiate for Success  
Topic 4B: Delegate Tasks  
Topic 4C: Choose Tools that Work for You