

The Interpersonal Effectiveness Additional Resources Guide

Using the Learning Program Self-Assessment for each All Employee Competency, you can determine various recommended courses to assist you in developing your employee proficiencies. To determine these recommended AEC courses, please utilize the various Learning Program Self-Assessments.

In addition to the recommended interpersonal effectiveness courses from the Interpersonal Effectiveness Self-Assessment, the following list provides you with additional courses and books, which may also help on your journey to developing your interpersonal effectiveness.



Demonstrates Empathy, Fosters Diversity and Inclusion, Contributes to High Performing Work Teams,

Search for the course(s) below in the Talent Management System TMS, by searching for either the course name or TMS ID number)

Foundational Courses

Navigating Your Own Emotions

No one else is responsible for our emotions, we own them, and we must know how to handle them. In this course, you will learn about the science of emotion and techniques for becoming emotionally self-aware and managing your emotions. TMS# 4502041 Skillsoft .5 hour on-line

Bridging the Diversity Gap

Without diversity in the workplace, organizations run the risk of viewing things from a very limited perspective. The organization provides the structure for operation, but it's the individuals within the organization who carry out the mission of the organization. This course focuses on what diversity is, how to leverage the diversity within the organization, and the barriers that must be overcome to create a diversified working environment. TMS# 4501269 Skillsoft .4 hour

Being an Effective Team Member

To make a real, positive difference on a team, you must take on the challenging task of putting the team first. This course covers strategies and techniques to help you become a more effective and valued member of your team. You'll explore ways to adopt a positive mindset and take a proactive role on a team, so that you can make a significant contribution. Because your success on a team depends on pulling together with other people, you'll also learn constructive ways to acknowledge differences and show respect for team members, and specific strategies for working collaboratively. TMS# 4501349 Skillsoft .5 hour

Establishing Team Goals and Responsibilities, and Using Feedback Effectively

Everyone on a team has particular strengths. To get a team to perform at its best, these strengths need to be recognized, reflected in the roles and responsibilities assigned to team members, and directed toward achieving suitable goals. In this course, you'll learn how to build a team, including how to set effective team goals, identify roles and assess team members' competencies, and assign roles based on these competencies. You'll also learn how to give and receive feedback effectively, so that it strengthens your role and the performance of your team. TMS# 4501352 Skillsoft .5 hour

Support Your Leader

This course is a 5-minute real-world, scenario-based video. Individuals who seek out ways to better support their leaders often find that personal success is a natural end result. This Business Impact explores some of the ways that team members can assist their leaders in a supporting role. TMS# 1325118 Skillsoft .1 hour

*Intermediate Courses***Administrative Support: Interacting Effectively with Colleagues**

Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to perform better in your role. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, including some best practices for doing so. You will also be introduced to techniques to use to ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively. TMS# 4501198 Skillsoft 3 hours on-line

Administrative Support: Working in Partnership with Your Boss

As an administrative professional, you provide invaluable support to your boss and the business. This support is optimized when the working relationship between you and your boss is a true partnership. Within this partnership, your relationship must be managed and maintained according to the specific

management style of your boss in order to ensure compatibility, dependability, and efficiency as you work toward common goals. Through partnership, you can maximize your relationship with your boss and realize benefits for yourself, as well as for your career. This course explores ways you can build a partnership with your boss. Specifically, it will teach you how to establish and maintain the elements of a true partnership, and shows how you can benefit personally from it. The course also covers approaches for you to deal effectively with different management styles, and techniques you can use to successfully handle confrontations that may occur over the course of your partnership with your boss. TMS# 4501197 Skillsoft .3 hour

The Fruits of Integrity: Building Trust at Work - Challenge Series

How do you develop and maintain trust in the workplace? This Challenge Series exercise explores the ways that you can demonstrate integrity and build trust with those you work with. The learner plays the role of a member of a programming team at a manufacturing company, which is faced with difficulties after its new management system goes live. TMS# 3813183 Skillsoft .3 hour

The Building Blocks of Building Trust

Can I trust you? This is what others may ask, often silently, when they work and engage with you. It's also what you ask about another person as well. If you want people to trust you, a firm handshake and good eye contact is not enough. You need to build trust like a mason builds a wall – one stone at a time. It rarely comes ready-made. But when you've taken the effort to build it and it is solid, you want to maintain it for a long time. Trust is a core ingredient in most every positive relationship. Without trust, the mason's wall takes on a whole new analogy – a barrier with no gate for entry. In this course, you'll explore what makes you and others trustworthy, how to demonstrate trustworthiness, and the importance of extending trust to receive trust. TMS# 4501453 Skillsoft .5 hour

Asserting Yourself in the Workplace

Asserting yourself at work means more than pursuing your personal agendas. Often, it serves to benefit your project teams and your organization at large. This Challenge scenario explores the fine line between assertiveness, aggression, and passive-aggression. TMS# 3813184 Skillsoft .3 hour

Building and Managing Upward Relationships - Challenge Video

Positive working relationships yield knowledge, cooperation, and influence at all levels of your organization, and managing them should be one of your prime objectives. Nowhere is this more true than with upward relationships, both with your boss and those higher. TMS# 3476966 Skillsoft .3 hour

Blame Backfires-Conquer Negative Thinking

This course is a 7-minute real-world, scenario-based video. Many employees find accepting criticism difficult. This Business Impact details how to handle workplace criticism professionally and effectively. TMS# 1325110 Skillsoft .5 hour

Communicating with a Cross-cultural Audience

Cultural differences affect how people communicate in business. This impact examines pitfalls to avoid when communicating with a cross-cultural audience. TMS# 1328304 Skillsoft .1 hour on-line

Making Yourself Approachable - Business Impact Series

The groundwork for mutual understanding is laid when you reach out to others and make yourself approachable. This Business Impact explores the benefits of approachability and how to attain them. TMS# 3812286 Skillsoft .1 hour on-line

How Culture Impacts Communication

With so much business happening on a global scale, cross-cultural communication is more important than ever before. Communication is always a challenge, and when diverse cultures interact, good communication can be even more challenging NFED 4501376 Skillsoft .5 hour on-line

Using Communication Strategies to Bridge Cultural Divides

It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by accidentally breaking the rules of intercultural protocols. That's why relationships are so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds. TMS# 4501377 Skillsoft .5 hour

Effective Team Communication

It's vital to maintain open, effective communication on a team. However, it's all too easy to adopt bad habits. Without realizing how badly it affects your team, you or another team member may communicate in ways that lead to misunderstandings, cause unnecessary conflict, keep others from having their say, and prevent the team from performing as well as it could. In this course, you'll learn about different verbal barriers to effective team communication and strategies for overcoming them. But speaking is only one part of communication; effective listening is vital too. You'll also learn about specific active listening techniques that can help you be a better listener. TMS# 4501351 Skillsoft .5 hour

Managing Communications in a Virtual Team

This course is a 6-minute real-world, scenario-based video. The manager of a virtual team must master excellent communication skills and understand the importance of virtual presence technologies. Learn how the manager of a virtual team can improve team communication and collaboration. TMS# 1325093 Skillsoft .1 hour Advanced Courses

Navigating the Workplace with Emotional Intelligence

Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork. TMS# 4502043 Skillsoft .4 hour on-line

Difficult People: Can't Change Them, so Change Yourself

It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This sounds nice, and might work in the short term, but if you are working with people you find difficult and you expect to be working with them for some period of time – you are better off learning how to respond and relate to them. The approach you use depends on the person, the situation, and your willingness to build and blend skills as needed. Dealing with difficult people requires that you first learn how to manage yourself with them. This means being self-aware and practicing self-management. It also means tuning into the feelings and emotions of others, however difficult it might be. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this capacity, you will be able to deal more effectively with many difficulties in life (including other people)! TMS 4501114 Skillsoft .5 hour on-line

Navigating Challenging Situations with Diplomacy and Tact

You'll likely face unpleasant situations or tasks at some point in your career. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers. TMS# 4502111 Skillsoft .5 hour on-line

Inspiring Your Team

This course is a 5-minute real-world, scenario-based video. This Business Impact explores the challenges leaders face when trying to find unique, appropriate, and effective methods to motivate team members to attain and surpass goals. TMS# 1325080 Skillsoft .1 hour

Communicating a Shared Vision

This course is a 7-minute real-world, scenario-based video. Communicating a Shared Vision shows how providing a project team with a vision, can help improve team motivation and ensure project success. TMS# 1325068 Skillsoft .12 hour on-line

Handling Team Conflict

Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. The survival of a team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In this course, you'll learn about what causes conflict on a team and the important role of healthy communication in handling conflict. You'll also learn about best practice approaches to resolving conflict and the tenets of principled negotiation. Finally, you'll learn guidelines for addressing one type of team conflict, lack of trust. TMS# 4501347 Skillsoft .5 hour

TMS Books on Interpersonal Effectiveness

(Search the Talent Management System (TMS) using the Skillsoft Books link in My Learning, or type in "Skillsoft Books", or "30086" in the TMS "Find Learning" search engine.)

25 Ways to Win with People: How to Make Others Feel Like a Million Bucks by John C. Maxwell Publisher Thomas Nelson AUDIO BOOK

Business Ethics and Diversity in the Modern Workplace By Philippe W. Zgheib Publisher IGI Global BOOK

Collaborative Intelligence: Thinking with People Who Think Differently By Dawna Markova Publisher Penguin Audio ISBN 9780553546491 Audio Book ID 113504 Copyright 2015 Through a series of practices and strategies; this audio edition shows us how to recognize our own mind patterns and map the talents of our teams; with the goal of embarking together on an aligned course of action and influence.

Cultural Intelligence: Surviving and Thriving in the Global Village By David C. Thomas Publisher Berrett-Koehler Audio ISBN 9781626568686 Audio Book ID 117551 Copyright 2017 This audio edition presents a universal set of techniques and people skills that will allow you to adapt quickly to; and thrive in; any cultural environment.

Emotional Intelligence: Managing Emotions to Make a Positive Impact on Your Life and Career (Book) VA 3901681 Book by Gill Hasson, Capstone Publishing © 2014 (208 pages) Citation, ISBN:9780857085443 Emotional Intelligence is fast becoming the skill to master that will unlock your true potential.

Excuse Me: The Survival Guide to Modern Business Etiquette By: Rosanne J. Thomas Publisher: AMACOM © 2017 Book

Emote: Using Emotions to Make Your Message Memorable By Vikas Gopal Jhingran Publisher Gildan Media ISBN 9781469059310 Audio Book ID 81669 Copyright 2014 This audio edition will help you gain the confidence you need to stand in the spotlight and "wow" clients or executives; create connections; and get your message across to anyone.

Emotional Intelligence 2.0 By Travis Bradberry Publisher Brilliance Audio Book ID 49926 Copyright 2010 This audio edition contains proven strategies from a decade-long effort to accurately measure and increase emotional intelligence using the four core EQ skills to exceed your goals and achieve your fullest potential.

Emotional Intelligence for Project Managers: The People Skills You Need to Achieve Results (Book) NFED 3882226

Feeling Smart: Why Our Emotions Are More Rational Than We Think By Eyal Winter Publisher Gildan Media ISBN 9781469031026 Book ID 115236 Copyright 2014 This audio edition brings together game theory; evolution; and behavioral science to produce a surprising and very persuasive defense of how we think; even when we don't.

Inclusive Talent Management: How Business Can Thrive in an Age of Diversity By Stephen Frost Danny Kalman Publisher Kogan Page BOOK

Integrity in Business: Developing Ethical Behavior Across Cultures and Jurisdictions by Frank Holder Publisher Ashgate Publishing BOOK

Opening Doors to Teamwork and Collaboration By Judith H. Katz Frederick a Miller, Publisher Berrett-Koehler BOOK

Smart Tribes: How Teams Become Brilliant Together By Christine Comaford Publisher Gildan Media ISBN 9781469087818 Audio Book ID 58314 copyright 2013 This audio edition will help you and your team achieve optimal performance and engagement - brilliance - and leave competitors in the dust. Read by the author.

Teamwork 101: What Every Leader Needs to Know (Book) NFED 3867968 3 hrs

The 17 Essential Qualities of a Team Player: Becoming the Kind of Person Every Team Wants By John C. Maxwell Publisher Thomas Nelson ISBN 9780785260318 Audio Book ID 43558 Copyright 2004 This audio edition takes the pain out of learning what makes a team tick; and will help you become the kind of person everyone wants on their team. Read by the author.

The 17 Indisputable Laws of Teamwork: Embrace Them and Empower Your Team By John C. Maxwell Publisher Thomas Nelson ISBN 9780785260325 Audio Book ID 43559 Copyright 2004 This audio edition shares the vital principles of team building that are necessary for success in your business; family; church; or organization. Read by the author.

The Brain and Emotional Intelligence: New Insights By Daniel Goleman Publisher More than Sound ISBN 9781934441145 Audio Book ID 49198 Copyright 2011 This audio edition explains what we now know about the brain basis of emotional intelligence in clear and simple terms; and will deepen your understanding of emotional intelligence and enhance your ability for its application. Read by the author.

The Emotional Intelligence Activity Kit: 50 Easy and Effective Exercises for Building EQ By Adele B. Lynn Publisher Gildan Media ISBN 9781469094755 Audio Book ID 115250 Copyright 2015 This audio edition offers simple exercises that are quick to deploy and target key areas that benefit most from EQ training; including leadership; project management; customer service; teamwork; sales; and more.

The EQ Leader: Instilling Passion, Creating Shared Goals, and Building Meaningful Organizations Through Emotional Intelligence By: Steven J. Stein Publisher: John Wiley & Sons © 2017 Book

The Five Dysfunctions of a Team: A Leadership Fable By Patrick Lencioni Publisher Random House Audio ISBN 9780739332573 Audio Book ID 46933 copyright 2002 This audio edition outlines a powerful model and actionable steps that can be used to overcome common hurdles and build a cohesive; effective team.

The Ideal Team Player: How to Recognize and Cultivate the Three Essential Virtues: A Leadership Fable by Patrick Lencioni Publisher John Wiley & Sons (US) BOOK

Training the Brain: Cultivating Emotional Intelligence By Daniel Goleman Publisher More than Sound ISBN 9781934441046 Audio Book ID 49203 Copyright 2007 This audio edition explains how the brain's social and emotional circuitry becomes shaped to give each of us a unique "brain style" in reacting to life. Read by the author.

Unfairly Labeled: How Your Workplace Can Benefit from Ditching Generational Stereotypes By Jessica Kriegel Publisher Gildan Media ISBN UnAssigned Audio Book ID 127925 copyright 2016 This audio edition challenges the very concept of "generational differences" as an unfair generalization; and offers a roadmap to intergenerational understanding.

Working Relationships: Using Emotional Intelligence to Enhance Your Effectiveness with Others (Book) 5 hours
NFED 1524335