

SECRETARIAL/ADMINISTRATIVE SKILLS
ETTA CAMPBELL, COORDINATOR 757-4124

UPDATED: 05 MAY 2000

COMMUNICATING WITH STYLE

GRAMMAR WITHIN BUSINESS CONTEXTS

LISTENING AND MEMORY DEVELOPMENT

MANAGING CHANGE

MANAGING MULTIPLE PRIORITIES

NAVY CORRESPONDENCE FORMATS AND PROCEDURES

PLANNING FOR RETIREMENT

THE PROMOTABLE WOMAN: WHAT MAKES THE DIFFERENCE

TIME P.L.U.S.

(PLAN-LEARN-USE-SUCCEED)

WRITING FOR BUSINESS PURPOSES

COURSE TITLE:	COMMUNICATING WITH STYLE	
VENDOR:	Management Training Systems Louisville, NE 68037	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476960	13 June 00	15 May 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	A vital skill for success in today's work environment is the ability to communicate effectively with people at all levels within an organization. This course offers participants an opportunity to prevent breakdowns in communication and productivity. Each participant will complete the <i>Style Analysis</i> assessment designed to identify specific communication styles. Using the results from the <i>Style Analysis</i> , participants will gain a better understanding of their personal communication style.	
OBJECTIVE:	At the completion of the course participants will: *Understand their personal communication style *Employ specific skills to adapt to different communication styles *Minimize misunderstandings and resolve conflict	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel may attend on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None	
LENGTH:	1 Day	
COST:	\$125	

COURSE TITLE:	GRAMMAR WITHIN BUSINESS CONTEXTS	
VENDOR:	Professional Communication Services Route 1, Box 93 N Lexington Park, MD 20653	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476935	26-28 June 00	26 May 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This course is designed to increase its participant's knowledge and usage of Standard English grammatical rules. Business formats (e.g., memos, letters and reports) are utilized as the primary contexts in which these rules are taught.	
OBJECTIVE:	Upon completion of this course, participants should be able to: * Define Standard English grammar and its components. * Identify and use appropriate subject-predicate and noun-antecedent agreement. * Distinguish sentences from run-ons and fragments and use sentences appropriately. * Identify and use appropriate punctuation.	
AUDIENCE:	Employees who are interested in improving their grammar skills.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None	
LENGTH:	3 Days	
COST:	\$200	

COURSE TITLE:	LISTENING AND MEMORY DEVELOPMENT	
VENDOR:	Progressive Success Fairfax, VA	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476930	21-22 August 00	21 July 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This course is designed to help employees increase their listening and memory skills.	
OBJECTIVE:	<p>At the completion of this course, participants will be able to:</p> <ul style="list-style-type: none"> • Remember information effectively • Receive and follow instructions more accurately and systematically • Recall names and faces more readily 	
NOMINATIONS:	<p>Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.</p>	
PREREQUISITE:	None.	
LENGTH:	2 Days	
COST:	\$143.75	
METHOD OF PAYMENT:	Vendor accepts GCPC (Governmentwide Commercial Purchase Card). EMPLOYEE must circle "V" in Block 22, under "Payment" on the Initial Training Request Form.	

COURSE TITLE:	MANAGING CHANGE	
VENDOR:	Leadership Dynamics P.O. Box 211 LaPlata, MD 20646	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476942	03 August 00	03 July 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This course is designed to increase the participant's understanding of change in one's personal, professional and organizational life. Participants will be introduced to relevant change theories, and learn positive strategies for dealing with both chosen and imposed change. In addition, participants will assess their own stages of personal and professional change, and formulate beneficial steps to move through the change cycle.	
OBJECTIVE:	At the completion of this course, participants will be able to: <ul style="list-style-type: none"> * Understand the stress that organization change may cause individuals and the impact of this stress on the organization. * Identify their personal style and understand how their style influences their ability to cope with change. * Identify the blocks to accepting change in one's life. * Reduce the stress of adapting to change. * Formulate action plans to move through the change cycle. 	
AUDIENCE:	Any employees who are coping with change.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None.	
LENGTH:	1 Day	
COST:	\$90	

COURSE TITLE:	MANAGING MULTIPLE PRIORITIES	
VENDOR:	The BrownMiller Group Richmond, VA	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476945	07 August 00	07 July 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	Today's world calls upon us to juggle more responsibilities and demands than ever before. This workshop will present practical strategies for coping with the competing priorities of our lifestyles--family, career, and personal time--to increase our productivity.	
OBJECTIVE:	<p>At the completion of the workshop participants will be able to:</p> <ul style="list-style-type: none"> * Develop individual strategies for enriching the personal, social and career dimensions of their lives. * Develop specific strategies and techniques for feeling more in control at work and in their personal lives by: <ol style="list-style-type: none"> 1. Creating healthy habits to replace unhealthy ones; 2. Increase awareness of areas in their lives where they have influence and how to exercise that influence; 3. Learning to work smarter (not harder); 4. Developing coping strategies; 5. Setting goals that relate to their unique quality of life issues; <p>and,</p> <ol style="list-style-type: none"> 6. Brainstorming "energy chargers". * Understand the importance of communication for implementing personal goals and learn techniques of communication which will assist in achieving personal goals.	
NOMINATIONS:	<p>Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.</p>	
PREREQUISITE:	None	
LENGTH:	1 Day	
COST:	\$120	

COURSE TITLE:	NAVY CORRESPONDENCE FORMATS AND PROCEDURES	
VENDOR:	Sherman & Holmes Associates 4341 Ellicott Street NW Washington DC 20016-4023	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476927	22 August 00	21 July 00
TIME:	8:30 a.m. - 3:30 p.m.	
DESCRIPTION:	This seminar will give employees who prepare correspondence the knowledge and practice they need to format all types of written correspondence correctly according to the requirements of the revised <i>Navy Correspondence Manual</i> , SECNAVINST 5216.5C. A brief review of naval writing standards is also included to help those who occasionally draft informal correspondence for their office.	
OBJECTIVE:	At the completion of the course participants should be able to: * Identify the contents of the Navy Correspondence manual. * Select the appropriate correspondence format for typical requirements in Navy correspondence. * Produce final copy in correct format.	
AUDIENCE:	Employees who are responsible for preparing Navy correspondence.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None	
LENGTH:	1 Day	
COST:	\$50.00	

COURSE TITLE:	PLANNING FOR RETIREMENT	
VENDOR:	FAIR 4413 Somerton Road Trevose, PA 19053	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE: 484027 484028	DATE: 07-08 August 00 18-19 September 00	NOMINATION DEADLINE: 07 July 00 18 August 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	<p>This course provides employees with information, materials and methods to cope with the changes and uncertainties of retirement. The following topics will be covered:</p> <ul style="list-style-type: none"> * Health benefits and life insurance, Social Security and Medicare. * Financial, legal and estate planning. * CSRS/FERS. 	
AUDIENCE:	Employees interested in receiving information on retirement planning. Spouses are invited to attend at no additional charge.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS).	
PREREQUISITE:	None	
LENGTH:	2 Days	
COST:	\$126	
METHOD OF PAYMENT:	Vendor accepts GCPC (Governmentwide Commercial Purchase Card). EMPLOYEE must circle "V" in Block 22, under "Payment" on the Initial Training Request Form.	

COURSE TITLE:	THE PROMOTABLE WOMAN: WHAT MAKES THE DIFFERENCE	
VENDOR:	Management Training Systems 14713 96th Street Louisville, NE 68037	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476964	14-15 June 00	15 May 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This is a multi-dimensional program exploring the factors that have made the difference in the lives of successful women and is based on research about high performing people, both men and women. While the skills essential for professional success are common to both genders, research has shown that in this society women must incorporate additional traits in order to be successful in the workplace.	
OBJECTIVE:	At the completion of the course, participants will be able to: <ul style="list-style-type: none"> * Project personal power, self-confidence and higher self esteem * Understand the importance of interpersonal communication * Utilize specific strategies necessary for conflict resolution when dealing with difficult people * Balance the multiple responsibilities of career and home * Learn strategies for surrounding yourself with mentors, advisors and professional colleagues for an accelerated career path * Implement a plan for goal achievement 	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None	
LENGTH:	2 Days	
COST:	\$250	

COURSE TITLE:	TIME P.L.U.S. (PLAN-LEARN-USE-SUCCEED)	
VENDOR:	Management Training Systems Louisville, NE 68037	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476962	11 July 00	12 June 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This course will develop a powerful new approach to organizing and managing workflow, goal setting, decision making and problem solving. Participants will view time as a resource and learn how to maneuver around time traps. The course will increase productivity and improve on-the-job performance by focusing on project planning and step-by-step goal achievement.	
OBJECTIVE:	At the completion of the course participants will: *Recognize why goals and values must be compatible in order to achieve effective results *Learn the key elements of a successful time management system *Spot time traps and eliminate time wasters *Balance career and home activities more effectively	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel may attend on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	None	
LENGTH:	1 Day	
COST:	\$195	

COURSE TITLE:	WRITING FOR BUSINESS PURPOSES	
VENDOR:	Professional Communication Services Route 1, Box 93N Lexington Park, MD 20653	
LOCATION:	Employee Development Center, Building #2189	
COURSE CODE:	DATE:	NOMINATION DEADLINE:
476957	17-19 July 00	19 June 00
TIME:	8:00 a.m. - 3:30 p.m.	
DESCRIPTION:	This course is designed to increase its participants' ability to communicate more effectively and efficiently in writing. Specifically, the participants learn how to identify and generate effective writing samples by focusing on the three components of writing; content, structure and style. The process for generating writing samples in a timely manner to meet the pressures of deadlines at work is also taught.	
OBJECTIVE:	At the end of the course, participants should be able to: <ul style="list-style-type: none"> * List and define the three components of writing. * List the attributes of "good" writing. * Generate content topic, central theme, main points and objectives when given a title. * List and define the parts of a message. * Revise words and structure of writing samples according to stylistic preferences. 	
AUDIENCE:	Employees who need to improve their writing skills.	
NOMINATIONS:	Nominations must be submitted through use of the Initial Training Request Form, NDW-NAWCAD 12410/28. The completed form, with appropriate signatures, is given to the competency training contact. The training contact forwards the request to the Workforce Relations and Development Division via the Training Information Processing System (TIPS). NOTE: Contractor personnel are eligible to participate on a space-available basis. Nominations must be made by letter addressed to the Program Coordinator. Once the nominee receives a confirmation of acceptance, a check made payable to the vendor must be sent directly to the Program Coordinator at the Employee Development Center prior to the first day of class.	
PREREQUISITE:	Participants should know basic English grammar	
LENGTH:	3 Days	
COST:	\$200	

