GENERAL EMPLOYEE COURSE COMPETENCY MAP: INSTRUCTOR-LED TRAINING

INSTRUCTOR-LED Courses for General Employees	Course Number	Course Length	Competency	Interpersonal	Building Positive Working Relationships	Building Trust	Communication Skills	Collaboration	Working Together as a Team	Customer Service Skills	Partnering with Supervisor	Self-Management	Quality Focus	Adaptability	Decision Making	Planning and Organizing	Continuous Learning	Professional Knowledge/ Expertise
Assisting the Difficult Client	PER115	4 hrs			X	X	X			X								
Compassion Fatigue: The Cost of Caring	PER166	4 hrs											X	X				
Customer Service Excellence for Diverse Populations	PER191	4 hrs			X	X	X		X	X				X				
Effective Communication Skills	PER111	4 hrs			X	X	X		X	X	X							
Exploring Diversity and Individual Differences	PER172	6.5 hrs			X	X											X	
Making Effective Presentations	PER-10	8 hrs			X	X	X						X			X		
Managing Conflict and Working Relationships Effectively	PER182	4 hrs			X	X	X		X	X	X							
Managing Conflict Using Personality Type	PER167	5.5 hrs			X	X			X		X							
Managing Time Effectively	PER-17	4 hrs															X	
Mastering Change	PER-91	4 hrs												X			X	
Redesigning Workflow: Business Process Redesign	PER154	6 hrs							X				X	X	X	X	X	
Taking Charge of Stress	PER165	4 hrs											X	X				
Understanding Personality Type in the Workplace	PER152	4 hrs			X	X			X		X						X	
Valuing Generational Differences in Your Team	PER180	4 hrs			X	X	X		X	X	X			X			X	
Write On! Effective E-mail, Letters, and Reports	PER188	6.5 hrs					X						X					
Write On! Grammar and Punctuation Made Easy	PER187	6.5 hrs					X						X					