

# NORTHEAST REGION TRAINING OPPORTUNITY

<b>COURSE TITLE</b>	Effective Communication Skills: "Basics"
<b>SCHOOL CODE</b>	0104
<b>COURSE CODE</b>	DB8ACS
<b>SESSION NUMBER</b>	001
<b>VENDOR INFORMATION</b>	Corporate Support Services, Inc. 1101 Haxall Point, Ste. #1009 Richmond, VA 23219
<b>DATES/LOCATION</b>	12 June 2009 Aberdeen Proving Ground, MD
<b>LENGTH</b>	1 Days (8 Hours)
<b>START/END TIMES</b>	Day 1 - 0800-1600
<b>COST</b>	\$185.00 per student plus travel and per diem to Aberdeen, MD
<b>REGISTRATION</b>	Submit Training Request via <a href="#">CHRTAS</a> Must submit completed SF Form 182 NLT 30 days prior to start date 22 May 09, Fax to: ATTN: Henry Vargas at 410-306-0163  **** Nominations will be processed on a first come, first serve basis for available seats ****
<b>COURSE MANAGER</b>	Henry Vargas DSN: 458-1202 or COMMERCIAL (410) 306-1202 Fax: 410-306-0163

Email: [vargas@us.army.mil](mailto:vargas@us.army.mil)

## COURSE DESCRIPTION

- Awareness and understanding of critical communication elements.
- Awareness and understanding of communication barriers.
- Face-to-face communication skills and techniques.
- Telephone communication skills and techniques.
- Ability to develop and sustain healthy working relationships.
- Ability to reduce errors, misunderstandings and conflict.
- Communication Concepts -- Critical Elements, Importance of Feedback, 1 Way /2 Way Communication.
- Barriers to Effective Communication – External and Internal “Noise,” Language, Gender, Neurolinguistic Style.
- The Sender – Words, Saying No, Asking Questions, Giving Feedback, Voice, Tone, E-Mail
- The Listener – Importance of Listening, Empathy, Active Listening Techniques, Encouraging Words and Phrases
- Non-Verbal Communication – Key Concepts, Body Language, Gestures, Eye Movement, Congruence, Synchrony
- Telephone Communication – Courtesy, Telephone Skills, Forbidden Phrases, Rate of Speech, Cell Phones.

*\*Note: Although it is not required, it is highly recommended that this course be taught in conjunction with the CSS 1 day program , “Effective Communication and Influence Skills: Social Styles”*

## WHO SHOULD ATTEND/PREREQUISITES

**Target Audience:** Designed for Beginners and Intermediate level employees what wish to improve on their Communication skills.

**Prerequisites:** None

## METHOD OF INSTRUCTION

Lecture with group activities, presentations, role-plays, etc.

## HOW TO NOMINATE

FAX Page 1 & 2 of SF Form 182 to HRD, NE Region (410-306-0163 or DSN 458-0163).

If deadline for registration has passed, call the course manager to see if spaces are still available. Please notify the Course Manager if special needs are required to accommodate an attendee (wheelchair access, interpreter, etc).

And

Apply for the scheduled class listed in this announcement, click on the following link to CHRTAS:

<https://www.atrrs.army.mil/channels/chrtas/default.asp?page=main.asp>

If this is your first time using CHRTAS it is recommended that you view the CHRTAS Tutorials available under the Help Bar.

Below are the steps you will need to build a Student Profile in CHRTAS and apply for a class:

If this is the first time you have used CHRTAS, you will need to click on [Update/Create Student Profile](#). If you already have a profile built, click on [Prepare Application](#).

Click on **Apply for Training**

1. Click on **FY2009**
2. Click on the training type – **Civilian HR Training**
3. Click on **Region** and select “0104-CHRA NORTHEAST REGION”
4. Click on **Course** and select “DB8ACS – Effective Communication Skills “Basics”
5. Click on and select “APG, MD (0104)”, select Class# 001 to register
6. Review all information on the screen and make any corrections. This information flows from your student profile.
7. Click on **Submit this Application**

You will receive a verification email from CHRTAS. Your supervisor will receive an email for action/approval. It is important that the supervisor take prompt action.

**NOTE:** Only one supervisor is required. Your nominating supervisor should be identified and Email address must be entered and verified. Copy and pasting into the verification block will NOT be accepted; you must retype the email address in. The approving supervisor block may be left blank.

**NOTE:** You will not be given a seat in the class until we receive your approved copy of the SF 182.

For any problems, questions, or if special needs are required to accommodate an attendee (wheelchair access, interpreter, etc) please contact the Course Manager.

**Do not attend unless you have received confirmation from the Course Manager.** Although we try to accommodate all training needs, an application in CHRTAS does not guarantee a space allocation. Check with the Course Manager if you have not received confirmation two-four weeks prior to the class starting date. If you have special needs (i.e., wheelchair access, interpreter), contact the Course Manager.

**CANCELLATION POLICY**

Should you need to cancel, please do so through [CHRTAS](#).

Cancellations after the registration deadline and "no shows" may still be billed.

## BILLING INSTRUCTIONS

*Complete the [GPC Form](#) for civilian and military personnel and email/fax to course manager by the registration date. Training requests in CHRTAS will not be approved until the GPC form is received by Course Manager.*

*If you do not use GPC, and invoice through your DFAS using the SF 182, you will need to provide the course manager a copy of the SF 182.*

*For contracted employees, company must provide the point of contact information of the credit card holder as noted on the [Training Request for Contracted Employees](#).*

*Both of these forms can also be retrieved from the HRDD website - [http://cpolrhp.belvoir.army.mil/ner/FunctionalAreas/CHRA/hrd/payment\\_options.htm](http://cpolrhp.belvoir.army.mil/ner/FunctionalAreas/CHRA/hrd/payment_options.htm)*