



Commander Navy Region Hawaii Human Resources Office Course Announcement

Course:	INTERPERSONAL COMMUNICATION SKILLS
Target Audience:	Managers, supervisors, and employees.
Length:	One Day (8:00 a.m. to 4:00 p.m.)
Dates:	5 August 2013
Location:	To Be Determined (<i>Insert in SF-182, Section B, Block 1b</i>)
Cost:	\$110
Course Description:	<p>Excellence in communication is not a talent that only some people are born with. The ability to communicate with tact and skill is a collection of skills that can be learned and cultivated. This program will take participants through the most important aspects of communication and will provide participants with techniques, strategies, and tools that will immediately impact their career.</p> <p>The course will cover: Blocks to effective communication; Characteristics of successful communicators; Mannerism distracters to good communication; Benefits of building and maintaining rapport; Project image of self-confidence and professionalism; Steps for making a good first impression; Ways to develop personal power through words, tone, and body language; Identifying and understanding style differences; Adjusting style to work more effectively with others; Ways to adjust assertiveness; Break down communication barriers; Selling ideas using persuasion and negotiation skills; Guiding principles for resolving conflict; Steps to resolve conflict; Rules for giving and receiving feedback; Effective listening and communication guidelines; Giving and receiving thanks and compliments; and Keeping calm and collected when working with others.</p>
Nomination Process:	<p>Contact vendor if interested in enrolling and follow up by submitting the SF-182. FAX, scan and e-mail or mail a copy of the approved and properly executed SF-182 to the HR ChangeWorks REGISTRAR by the nomination deadline. Highly preferred method is a scanned e-mail copy to rick@hrchangeworks.com or by regular mail. If faxing is the only method available to you, please call the REGISTRAR first. Questions should be addressed directly to the REGISTRAR at (818) 991-7542. <u>Confirmation letters will be sent by e-mail.</u> <u>Please provide both student and Point of Contact's name, phone number, e-mail address.</u> (<i>Insert in SF-182, Section B, Block 18</i>)</p>
Nomination Deadline:	5 July 2013
Vendor:	HR Changeworks, 3737 Liberty Canyon Rd., Agoura Hills, CA 91301 (<i>Insert in SF-182, Section B, Block 1a</i>)
Payment Method:	DOD activities are required to use the government purchase card to pay the vendor. The cardholder is responsible for providing the necessary purchase card information to the vendor. DOD activities are to include in <i>Section B, Block 19, of the SF-182</i> the statement "Payment by

government purchase card,” the cardholder’s name, card number, expiration date, and phone number of the cardholder. Purchase card issues and questions should be addressed directly with the vendor at (818) 991-7542. *Registrations will not be accepted without the purchase card payment information.*

A non-DOD organization/agency, in accordance with agency policy and procedures, may pay by credit card or by another arrangement as discussed with the vendor. If by credit card, the cardholder must include the same cardholder information. *(Insert in SF-182, Section B, Block 19)*

CANCELLATIONS WITHOUT FULL CHARGE TO THE NOMINATING ORGANIZATION WILL BE ACCEPTED ONLY UP TO 30 DAYS BEFORE THE COURSE DATE.

For Further Information: HR Changeworks
Rick Isaac
Telephone: (818) 991-7542, FAX (818) 991-7542
E-mail Address: rick@hrchangeworks.com
Course Coordinator: Val Nomura, HRO CNRH
Telephone: (808) 471-1722

SAID Code: **21000** *(Insert in SF-182, Section B, Block 19)*

For further information concerning selection, payments, and cancellation procedures, see https://www.cnic.navy.mil/navycni/groups/public/documents/document/cnicp_a129357.pdf