301-258-8200 | Sales@PhoenixTS.com | www.PhoenixTS.com

View Full Course Details including Latest Schedule Online

PHOENIX TS

Office Politics Training

BONUS! Cyber Phoenix Subscription Included: All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

Course Overview

Phoenix TS' instructor-led Office Politics course will help participants successfully recognize and navigate office politics within the Federal Workplace. This training will address:

- Creating and maintaining better relationships
- Communicating and working with your peers and colleagues
- Being better team members to be more successful and productive

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Course Objectives

At the conclusion of this class, students will be able to do the following:

- Understand the purpose and benefits of office politics.
- Setting boundaries and ground rules for new employees.
- Learn to interact and influence among colleagues.
- Learn how to manage various personality types in the office.
- Determine how to gain support and effectively network
- Recognize how you are a part of a group and how you function.

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Course Outline

Overview

- Understand office politics
- Manage various personality types
- Gain support and effectively network

New Hires

- Company core values
- Building relationships
- Encourage respect
- Setting ground rules

It's About Interacting and Influencing

- Build a culture of collaboration
- Be nice to everyone (not just those who can help you)
- Be a team player

Dealing with Rumors, Gossip, and Half-Truths

- Its effects on morale
- Reinforce the truth with facts
- Do not participate
- Deal with it swiftly

Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy

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Office Personalities (II)

- Information keeper
- Know-it-all
- The Apple – polisher
- Nosey neighbor

Getting Support for Your Projects

- Gain trust through honesty
- Be assertive
- Blow your own horn
- Make allies

Conflict Resolution

- The importance of forgiveness
- Neutralizing emotions
- The benefits of a resolution
- The agreement frame

Ethics

- Benefits of an ethical environment
- Lead by example
- Ensuring ethical behavior
- Addressing unethical behavior

You Are Not an Island

- Never burn a bridge
- Take the high road
- Trust is a two-way street
- Don’t hide in your office

Social Events Outside of Work

- How to decline politely
- Rules when attending
- Meeting new people
- Conversation Dos and Don’ts

History of Social and Emotional Intelligence

- Defining social and emotional intelligence

Understanding Self-Awareness

Improving Self-Management through Reflection

- Reflective diary

Empathy, Organizational and Service Awareness

- Empathy
- Organizational awareness
- Service awareness

Identifying Relationship Skills

- N’Derial III

Decision Making

- Decision making traps
- Decision wheel method

Philosophy Statement

Wrapping Up

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Phoenix TS is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints re-garding registered sponsors may be submitted to the National Registry of CPE Sponsors through its web site: www.nasbaregistry.org

Starting at **$1,495**

ATTENTION

For GSA pricing or Contractor quotes call 301-258-8200 – Option 2.

GSA

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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Office Politics Training**

- 2 days instructor-led training
- Office Politics Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*