Mu Sigma

DO THE MATH

Course Announcement
Behavioral Skills

April 1
2020

You need to select any two traits from the below list to successfully complete the Behavioral skills course;

- Interpersonal skills
- Persuasion and Influence
- Conflict Management
- Handling difficult conversation

Topic	Interpersonal skills
Credit points	Zero credits
Learning Outcomes	‣ Ease of transaction where you get what you need without damaging other parties unnecessarily and leave them wanting to work with you again
Course Modules	‣ Pre-assessment ‣ Strategies to develop interpersonal savvy ‣ Assignments ‣ Post-assessment
Course Links	‣ [Interpersonal skills](#)
Mode of Training	‣ Self learning

Topic	Persuasion and Influence
Credit points	Zero credits
Learning Outcomes	‣ How one person can help change others attitude, belief or actions ‣ Understand the relationship between power and influence etc..
Course Modules	‣ Pre-assessment ‣ Strategies to persuade ‣ Assignments ‣ Post-assessment
Course Links	‣ [Persuasion and Influence](#)
Mode of Training	‣ Self-learning

Topic	Conflict Management
Credit points	Zero credits
Learning Outcomes	▸ How to effectively manage conflicts
Course Modules	▸ Pre-assessment ▸ What managing a conflicts looks like ▸ How to manage conflicts ▸ Know your conflict management style ▸ Assignments ▸ Post-assessment ▸ Future state
Course Links	▸ Conflict Management
Mode of Training	▸ Self-learning

Topic	Handling difficult conversation
Credit points	Zero credits
Learning Outcomes	▸ Identify scenarios where non-violent communication (NVC) approaches can be implemented to handle difficult conversations ▸ Recognize levels involved in empathizing with another person's experience ▸ Ability to utilize the right approach when hearing difficult messages ▸ Use right vocabulary in varied conversations
Course Modules	▸ War model of communication ▸ Powerful non-defensive communication ▸ How you can use the NVC ▸ Components of NVC ▸ Feelings Inventory – NVC ▸ Needs Inventory – NVC ▸ Choices when hearing a difficult message ▸ Three layers of empathy ▸ Assignments
Course Links	▸ Handling difficult conversation
Mode of Training	▸ Self-learning