**Communications Skills for Government Regulators – Certificate Program**  
  
The **Communication Skills for Government Regulators** virtual classes are designed to impart knowledge that will change the participants’ behavior. Using polls, chat, and breakout rooms, the participants will employ their critical thinking skills and:  
• Practice communication techniques they can apply immediately after the class  
• Analyze case studies  
• Solve problems  
• Collaborate with other government regulators  
This course consists of five 90-minute sessions and will have activities and exercises.

**Detailed Class Descriptions**

**Talking to Decision Makers: What to Say and How to Say It**

Decision makers are busy. They want their subordinates to explain an issue succinctly and the decision maker’s possible courses of action. During the class, the instructor will demonstrate how to prepare and describe an issue in 30 seconds using the "What," "So what," "Now what" pattern. She will also explain how to respond to a decision maker’s probing questions. After the formal presentation, the participants will be divided into small groups, provided with case studies, and given the opportunity to apply the concepts. After completing the class, the participants will be able to:

• Identify traits that demonstrate credibility

• Recognize the importance of talking in terms of a decision maker’s interests

• Use a template to create and organize a short talk for a decision maker

• Deliver the short talk and apply techniques to keep the decision maker engaged

• Answer difficult questions

**Thinking on Your Feet: How to Shine Under Pressure**

When called on unexpectedly during an important meeting, government regulators want to come across as knowledgeable, poised, and credible. Being able to speak in an organized and concise fashion is a skill that can be easily mastered. In a hands‐on session, the participants will be exposed to a process in which they will learn to organize information immediately and then craft a clear, concise, and substantive response. After hearing about the technique, the participants will have an opportunity to create and deliver a short talk and respond to questions. After completing the course, the participants will be able to:

• Explain the importance of image and body language

• Recognize that when topics are divided into three parts, the information is easy to comprehend

• Create a short talk in which the material is organized into three parts

• Deliver the talk to a small group of participants

• Implement suggestions to improve future talks

**Strategies in Meetings: Achieving Your Objectives**

Each week, government regulators attend numerous meetings. During these meetings, each regulator sends a message about the amount of influence they have. During the class, the instructor will provide ten techniques that will improve the regulator’s ability to persuade others to pursue a course of action. After completing the class, the participants will be able to: • Describe the attributes that enhance and detract from the communication process

• Recognize ways to overcome a listener's resistance

• Demonstrate the ability to think strategically

• Control dysfunctional behavior

**Essential Writing Skills for Government Regulators**

Government regulators need to write documents that are clear and well-organized. After completing the class, the participants will be able to:

• Create documents that will answer the readers’ questions before they ask them

• Organize most documents in less than 60 seconds

• Recognize when to use the active and when to use the passive voice

• Format documents so they can be read easily on cell phones

• Use online tools to analyze the readability of documents

**Dangerous Documents: Avoiding Land Mines in Your Records and Emails**

Government regulators are under intense pressure to produce. Without thinking through a situation, they may write blunt comments on Post-it notes, send personal emails on the organization's computer, or write scathing comments to their colleagues. If the organization is sued, these documents can become evidence. They could be used to embarrass the employee and the organization. In this class, the participants will have the opportunity to analyze inappropriate documents and revise them to reflect the reader's true intent. They will leave the session with ideas for protecting themselves and their organizations from embarrassment. After completing the class, the participants will be able to:

• Distinguish between fact and opinion

• Identify who should not be writing opinions on regulatory issues

• Recognize how Post-it notes can cause trouble for the government

• Identify words that will attract the attention of the media and lawyers

• Recognize the dangers of writing casual emails on the government computer