

Critical Skills for Serving Those Who Served

Management Concepts is a leading provider of training and professional development solutions to state and Federal employees, and administrator of the National Veterans' Training Institute (NVTI), funded by the U.S. Department of Labor Veterans' Employment and Training Service (DOL VETS).

NVTI and Management Concepts courses meet the training needs of a wide range of audiences including:

- JVSG personnel, DVOP specialists and LVER staff
- Other State Workforce Agency staff working with veterans' employment development
- State Workforce Agency managers and supervisors
- Others working with veterans' employment issues such as non-profit case managers, etc.

These Management Concepts courses compliment the training offered through NVTI, and are all available online.

Briefing and Presentation Skills | Course 4318

Course participants will learn to create and organize content, to write compelling introductions, and ultimately to anticipate audience needs. Participants will apply best practices, practice delivery techniques, and select appropriate visual aids to make sure their next presentation feels less intimidating, is more effective, and well-received.

Group Facilitation | Course 4319

Facilitators often face an array of challenges that can determine the success or failure of the session. Strong facilitation skills can transform problems into opportunities. In this course, you will practice weaving key facilitator competencies into a flexible facilitation approach. You will develop strategies to facilitate challenging scenarios through planning, feedback, discussion, and practical application. This course will equip you with the skills, tools, and techniques to make a diverse group's work more effective in a variety of environments and platforms.

Running Effective Meetings | Course 4106

Effective meetings have an agenda with clear objectives and a positive facilitator who can manage situations without jeopardizing the meeting's productivity. You will learn best practices and different techniques to ensure that your meetings are productive and effective. You will use group exercises and mock meetings to learn the techniques needed to hold successful meetings.

Managing Virtual Teams | Course 4730

Virtual teams are commonplace in most organizations; however, successfully leading a team that is geographically dispersed requires nuanced leadership and management skills. This course explores characteristics of effective virtual teams and provides a framework for building or revitalizing virtual teams that you can apply in your organization. Learn targeted techniques you can use to develop a virtual team and drive performance from its members.



Register Today
[ManagementConcepts.com](https://www.ManagementConcepts.com)

Interpersonal Skills: Developing Effective Relationships | Course 4367

Some believe that successfully navigating relationships is an inherent quality that can't be learned—but this is not true. Developing interpersonal skills increases self-awareness and strengthens the ability to better understand others. Course participants will gain a better understanding of their own communication style and how it differs from others, and learn to use that understanding to communicate effectively—verbally and nonverbally.

Resolving Conflict | Course 4364

When well-managed, conflict can result in positive change and increased productivity within an organization. Through highly interactive group activities, self-assessments, and discussions, course participants will learn to recognize the various natures of conflicts and how to appropriately react to those situations.

Customer Service Skills and Techniques | Course 4374

Customer service is as much about knowing yourself as it is the customer. You need to know the processes and techniques that build strong customer relationships, and that includes evaluating your own ability to manage the many interactions you have with others on a daily basis. Through a series of dynamic activities, demonstrations, role-plays, and discussions, course participants will learn and practice the skills involved in establishing a customer focus, determining customer expectations, communicating with customers, dealing with challenging customers, and evaluating customer service.

Influencing Skills | Course 4363

Influence is a powerful tool for any professional. Course participants will learn how to overcome obstacles, discover strategies to help build effective relationships, and expand their personal impact within their organization through engaging and dynamic activities. Participants will explore how to assess situations, practice new skills using a variety of influencing behaviors, and learn to build networks.

Moving Beyond Generational Differences | Course 4366

Today's workplaces include five generations of employees, adding a layer of complexity to how we communicate and work together. Generational differences between colleagues can provide many benefits to a team or organization. Course participants will learn to work successfully alongside all coworkers by taking an introspective look at themselves and their own generation, enabling participants to discover mutual purpose and create meaningful, engaging work.

Business Writing for Leaders Workshop | Course 4314

Leaders need more than a solid understanding of grammar and mechanics to communicate, as they are tasked with informing and persuading audiences on a large scale. Building on the knowledge and skills you need to confidently and effectively communicate in a business environment is the key to your success as a leader. Through interactive activities, discussion, and an in-depth case study, learn how to apply strategic pre-writing techniques that will give your writing the clarity and conciseness it needs to meet the demands of any audience.

Overview of the National Veterans' Training Institute.

The National Veterans' Training Institute (NVTI) is the only one of its kind in the United States. NVTI was established in 1986 to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States. The program is funded by the U.S. Department of Labor/Veterans' Employment & Training Service, and administered by Management Concepts. To date 70,000+ veterans' employment and training professionals have attended NVTI training. In FY19 alone, NVTI trained 1,134 DVOP specialists, 497 LVERs, and 41 Consolidated Positions. Visit NVTI.org.

Management Concepts and NVTI

Management Concepts operates NVTI under a competitively-awarded contract with VETS. Classes are delivered in a variety of modes, including residential weeks in Dallas, Texas, selected locations around the country, and via distance learning approaches. Attendees have access to a dedicated portal that contains course materials, discussion groups, and other related course content and references. The portal provides ongoing reference and community of practice support to participants who have completed NVTI training.

