Emotional Intelligence: Creating a Win-Win Using Emotional Intelligence
This one-day workshop will be comprised of a series of exercises that will help participants: Discuss the context of conflict as an effective tool for positive growth; Recognize the vital connection between emotional intelligence and successful conflict management; Explain the context of how personalities, generational considerations and culture impact conflict on the job; Discuss effective strategies for defusing an escalating conflict and creating a win-win conflict resolution strategies; Practice using the conflict resolution process to become a successful conflict manager and improve leader and personal growth. Open to all civil service employees.

Leading Through Influence
This five-day course is aimed at expanding leadership skills required in situations where one has no direct authority. It integrates models of influence, feedback on influence practices, effective team performance, and personal development topic areas. Participants are required to participate in assessments and exercises related to the following: Models and Practices of Influence; Leading Change through Influence; Strategic Perspectives; Influence and Interpersonal Problem Solving; Influence Skill; and Interpersonal Skills and Teamwork. The target audience for this course is at the GS-13, GS-14, and GS-15 levels serving in a job role or job function that has an opportunity to influence others.

Unforgettable Leadership: Leading Culture Change with the Brain in Mind
This one-day course covers practical ways to apply the seven characteristics of a brain-friendly environment to effectively manage yourself and influence others. Open to all civil service employees. An Intelligent leader is one who intentionally creates a culture that motivates, energizes, and inspires self and others. The returns are excellent performance, high trust, committed team members, loyal customers, and increased profits and results. Using findings in neuroscience and emotional intelligence, leaders will learn practical ways to apply the seven characteristics of a brain-friendly environment to effectively manage self and influence others.
Module One: Basic architecture of the brain and how that applies to leadership
Module Two: CRANIUM? Seven characteristics of a work culture that bring out the best in leaders, teams, and individuals
Module Three: Using Emotional Intelligence

Strategic Listening Skills: Enhancing Leadership Communication with Message, Meaning, and Awareness
This one-day workshop is designed to leverage fundamental leadership competencies in support of the Office of Personnel Management’s (OPM) Executive Core Qualifications (ECQs) and is open to NASA Headquarters civil servants at the GS-14 and above level. The course is predicated on participants seeing the need of being effective, engaging and compelling when listening (and responding) in various work contexts; being open to/engaging in a collaborative, experiential and interactive learning process; and creating and maintaining a safe, personable environment, where discovery, courage and sharing are encouraged and appreciated. A major component of the course is to incorporate the “win-win-win” equation defined by effective, truthful and compassionate listening. The learning modality supports a humanistic, experiential, and pragmatic approach to communication. Outcomes are aimed at increasing participant self-awareness, as well as awareness of one’s environment and awareness of others. The course directly supports skills acquisition for OPM’s Creativity and Innovation, Political Savvy, Interpersonal Skills, and Oral Communication competencies. Participants can expect to receive didactic instruction, observe demonstrations on communication elements and skills, and practice various techniques and tools to improve their own listening skills, specifically addressing the themes of
“listening up, listening down and listening across”, “listening within”, “listening without”, “listening with filters”, “listening with body, mind and intuition”.

**Strategic Presentation Skills: Enhancing Leadership Presence with Message, Meaning, and Purpose**
This two-day workshop is designed to leverage fundamental leadership competencies in support of the Office of Personnel Management’s (OPM) Executive Core Qualifications (ECQs) and is open to NASA Headquarters civil servants at the GS-14 and above level. The major course aim builds participants’ confidence and awareness to more fully engage with the challenge of communicating with others across various settings using experiential learning. A major component of the course is to incorporate a positivist feedback model and in the moment coaching techniques as it relates to presentation settings. The learning modality supports a humanistic and pragmatic approach to communication. Participants should expect to increase self-awareness, as well as social awareness and awareness of others, increase the ability to connect with a diverse audience, demonstrate how to apply a strategic presentation approach, and develop or enhance a greater level of self-confidence in delivering high profile and impactful messages. The course directly supports skills acquisition for OPM’s Creativity and Innovation, Political Savvy, Interpersonal Skills, and Oral Communication competencies. The course delivers didactic instruction, demonstrations on communication elements and skills, and opportunities for practicing various techniques and tools to improve communication skills. In addition, participants are invited to bring current work presentations and job related communications to get coaching and feedback. These items can be products that you have already delivered or presented and want to improve upon, or can be upcoming events you would like to prepare and refine.

**New Supervisor Training**
This five-day workshop for first line supervisors is a mandatory 40-hour classroom development program that focuses on meeting all of the Code of Federal Regulations (Title 5 CFR Part 412), Office of Personnel Management (OPM), and NASA requirements for new supervisors. The program gives new supervisors the foundation of competency-based Human Capital Management and Performance Management for you along with a host of great information. The course will provide you with the tools to assist in managing your workforce based on organizational goals and staffing needs. The course will increase the knowledge and skills that are necessary to appropriately recruit, select, apprise, reward, develop, mentor, address performance challenges, and manage a diverse workforce. Open to designated civil service supervisors.

**Supervisor Curriculum (SATUREN)**
The NASA Supervisor Curriculum is a collection of learning resources in SATERN -- books and audio books, videos, online courses, and instructor-led courses -- for NASA supervisors and any NASA employee interested in leadership and supervision. You do not have to be a supervisor to take advantage of it. The Supervisor Curriculum is organized into subject areas aligned with NASA’s Environment Matters 360 assessment for supervisors. Every course, book, or longer-duration video that you complete will be recorded in SATERN and credited toward new or continuing supervisor learning requirements.

**Exploring Leadership Symposium (ViTS)**
Several times a year, prominent speakers from academia, the private sector, or other Federal Agencies will speak at Goddard Space Flight Center. Colloquia are scheduled a few weeks in advance and marketed at Headquarters to be viewed by employees via ViTS.
Leadership Principles and Values Workshop
Currently in Design and Development Phase.

SATERN Catalog & Enduring Resources
Over 700 hundred online courses, book, and videos housed in the SATERN catalog available for self-directed, individual learning.

NASA AGENCY COURSES

Maximizing Performance Course
This three-day workshop applies 360 feedback from NASA peers, managers and direct reports related to emotional consciousness, physical energy, and meaning at work. There is an option to include feedback from family and friends. The course aims to build emotional strength and resilience to be more open, to connect with people from different backgrounds and experiences, and to have patience with others during times of change, transition and turmoil; help determines what gives you meaning at NASA and understand how your values and beliefs align with NASA’s; identify what inspires you, what motivates you, and develop sustainable actions you can take to contribute even in times of challenge and transition; develop simple practices you can employ to enhance your physical energy including nutrition, physical activity, and mindfulness; and establish new habits and practices that will foster growth and your capacity in various areas of your work and personal life, and change patterns that are inhibiting your full potential. Open to all civil service employees.

Foundations of Influence, Relationships, Success and Teamwork (FIRST) Program
The NASA FIRST program aims to develop a community of prospective future leaders who will have a full understanding of the Agency’s vision and mission areas. It is designed to provide GS-11 through GS-12 employees in science, engineering, and the professional administrative field with the foundational skills necessary for their future success within the Agency. NASA FIRST will inspire, motivate and enlighten NASA’s next generation of Agency leaders.

Mid-level Leader Program (MLLP)
The purpose of MLLP is to provide significant leadership development for Agency-wide, high potential, GS-13 and GS-14 civil service employees. Participants will have the opportunity to develop critical leadership skills and competencies through core learning activities, practical application, and developmental rotations. Participants will learn from recognized experts, NASA role model leaders, mentors and professional coaches.

Leveraging Agency Supervisory Excellence and Resilience (LASER)
LASER is a comprehensive program that looks at supervision as something that can be learned and done well, like other technical or professional disciplines. Built and designed by model agency supervisors the program is geared toward helping individual supervisors address their unique growth and development needs within the complex discipline of supervision through face-to-face week-long development sessions, mentoring sessions with senior leaders, coaching, hands-on experiences, and peer teaching. Open to First-line supervisors with at least 2 years of supervisory experience at NASA.

Senior Executive Service Candidate Development Program (SESCDP)
The NASA SESCDP is a structured development program designed to prepare individuals for future service in NASA’s Senior Executive Service (SES). This 12-24 month program provides a series of intensive developmental experiences, which include formal courses and seminars, developmental work
assignments, and individual mentoring from current SES members. While the SESCDP is expected to be an important source of candidates for SES positions, successful completion of the program does not guarantee selection for such a position. Recruitment for the SES CDP is the first step in a selection process; which is subject to merit staffing procedures. Applicants are generally GS-15s or equivalent.