VitalSmarts Programs
Build MOSAIC Competencies

OPM has identified the competencies employees need to perform successfully in nearly 200 Federal occupations as well as in leadership positions. These are the MOSAIC competencies. VitalSmarts has developed award-winning training programs that address many of these MOSAIC competencies. This brochure describes our programs and links them to the MOSAIC competencies they build.
Getting Things Done (GTD) Training teaches skills to increase focus, prioritize commitments, and achieve stress-free productivity.

**Turn Chaos Into Control**
Participants learn a system to reduce mental clutter and take control of their thoughts and tasks.

**Align Focus And Actions**
Once in control, participants learn practical skills to reduce decision fatigue and focus on next actions.

**Increase Productive Moments**
These skills, applied consistently to the right tasks and projects, create more stress-free, productive moments.

**Improve Individual Effectiveness**
Productive moments yield increased reliability, efficiency, and effectiveness in the projects and moments that matter most.

GTD® builds competencies related to the following MOSAIC Competencies:

**Accountability** Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

- **Attention to Detail** Is thorough when performing work and conscientious about attending to detail.

- **Conscientiousness** Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

- **Flexibility** Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

- **Self-Management** Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
Crucial Conversations Training teaches skills for communicating when the stakes are high, opinions vary, and emotions run strong.

**Improve Dialogue & Engagement**
Participants learn the dialogue skills demonstrated by top performers—skills that help you talk with anyone about anything to reach alignment and agreement on important matters.

**Create Behavior Change**
These skills turn in to behaviors that improve decision making, commitment to action, productivity, and relationships.

**Build High-Performance & Culture**
Consistent behaviors lead to organizations, teams, and individuals developing high-performance cultures based on trust and respect.

Crucial Conversations builds competencies related to the following MOSAIC Competencies:

- **Conflict Management** Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

- **Conflict Management** Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.

- **Interpersonal Skills** Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

- **Interpersonal Skills** Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.

- **Leadership** Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

- **Leveraging Diversity** Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

- **Listening** Receives attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

- **Negotiation** Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

- **Partnering** Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

- **Team Building** Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals. Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.
Crucial Accountability teaches a step-by-step process to enhance accountability, improve performance, and ensure execution.

Strengthen Accountability
Participants learn how to talk about violated expectations in a way that yields two-way accountability and allows further progress to be made.

Accelerate Problem Solving
Consistent application of the skills leads to faster problem solving, decision-making, and conflict resolution.

Improve Relationships & Productivity
When issues are resolved and focus is restored, productivity increases, relationships are strengthened, and high-performance cultures are formed.

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- **Developing Others** Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.

- **Influencing/Negotiating** Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

- **Influencing/Negotiating** Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

- **Interpersonal Skills** Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

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- **Leadership** Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

- **Listening** Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

- **Negotiation** Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

- **Performance Management** Knowledge of performance management concepts, principles, and practices related to planning, monitoring, rating, and rewarding employee performance.

- **Teamwork** Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.
Influencer Training® teaches a powerful and portable model for executing behavior change within small teams and across entire organizations

Lead With Influence
Influencer Training is a leadership course that teaches proven strategies to drive high-leverage, rapid, and sustainable behavior change for teams and organizations.

Motivate Others
Leaders learn to master Six Sources of Influence™ that motivate and enable others to take initiative, think strategically, and improve performance.

Transform Agency Culture
These essential behavior improvements create a cascading effect on agency culture, resulting in successful team and organizational initiatives, reduction in project errors and failures, and high employee engagement.

Influencer builds competencies related to the following MOSAIC Competencies:

- **Change Management** Knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.

- **Creativity and Innovation** Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting-edge programs/processes.

- **Influencing/Negotiating** Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

- **Leadership** Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

- **Organizational Development** Knowledge of the principles of organizational development and change management theories, and their applications.

- **Partnering** Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

- **Problem Solving** Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

- **Reasoning** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions. Works with others to achieve goals.

ABOUT VITALSMARTS  Named a Top 20 Leadership Training Company, VitalSmarts, a TwentyEighty, Inc. company, is home to the award-winning Crucial Conversations®, Crucial Accountability®, Getting Things Done®, and Influencer Training® and New York Times bestselling books of the same titles. When used in combination, these courses enable organizations to achieve new levels of performance by changing employee behavior. VitalSmarts has consulted with 300 of the Fortune 500 companies and trained two million people worldwide. www.vitalsmarts.com