

# **Natural Resources Conservation Service**

**Leadership Development Framework (LDF)  
Foundational Leadership Cluster**

**Oral Communication  
Recommended Curriculum**

**Target Proficiency Level: 3.5**

## Course: The Art and Science of Communication

**Description:** There is a science behind communication, including how we react neuro-physiologically to others – their actions, words, tone, and body language. You can develop skills in connecting with others so that your communication intention is clear and understood. There's also an art to communication, allowing your authentic self to shine through and allowing the exchange with another person to unfold naturally. Interpersonal communication is complicated: there's more than just one conversation happening. There is what you're thinking and saying as well as what your audience is thinking and saying. This course will teach you the art and science of communication by discussing how to connect with your audience and how to enhance and strengthen that connection as you communicate.

**Modality:** Web-Based

**Length:** 20 minutes

**Vendor:** SkillSoft

**Cost:** N/A

## Course: Using Communication Strategies to Bridge Cultural Divides

**Description:** It takes time to build working relationships with people from other cultures, but it only takes a second to alienate them by accidentally breaking the rules of intercultural protocols. That's why relationships are so important in the current global business context, where you have to share objectives and working space with people with diverse cultural backgrounds. In this course, you will learn about dealing effectively with cultural difference to improve cross-cultural communication and build rapport. You'll also learn about the misunderstandings and behaviors that can hinder good communication and ways to overcome them. Finally, you'll learn strategies to give effective presentations to people from low- and high-context cultures.

**Modality:** Web-Based

**Length:** 30 minutes

**Vendor:** SkillSoft

**Cost:** N/A

## Course: Briefing and Presentation Skills

**Description:** Public speaking can feel like a daunting task, but with adequate preparation and time to practice delivery techniques, you can communicate clearly and confidently, anticipate audience needs and questions, and address other fears associated with briefings and presentations. Learn techniques for creating and organizing content, write compelling introductions and clear transitions, and create strong closings that appeal to a variety of audiences. Develop effective messages by applying best practices, including the use of visual aids.

**Modality:** Classroom,  
Instructor-Led

**Length:** 3 days

**Vendor:** Management  
Concepts

**Cost:** Varies

## Stretch Assignment: Leadership or Team Presentation

### Objectives:

- Demonstrate ability to handle questions from others appropriately, ask clarifying questions when necessary, and quickly adapt to unforeseen circumstances
- Illustrate a variety of communication styles tailored to the audience and their level of understanding
- Exhibit understanding of how to communicate with diverse populations

### Assignment or Project Considerations:

- Include opportunity to speak in front of a diverse audience within the organization
- Opportunity should be relevant and appropriate for level of expertise
- Allow for practice and feedback to be incorporated prior to presentation
- Allow for feedback after the presentation, which outlines strengths and areas for improvement
- Be flexible regarding individual roles, responsibilities, workload, etc.

**Modality:** On-the-job

**Length:** 5 hours per month; as needed

**Vendor:** N/A

**Cost:** N/A

## External Stretch Opportunity: Toastmasters International

### Objectives:

- Demonstrate ability to handle questions from others appropriately, ask clarifying questions when necessary, and quickly adapt to unforeseen circumstances
- Illustrate a variety of communication styles tailored to the audience and their level of understanding
- Exhibit understanding of how to communicate with diverse populations

### Opportunity Considerations:

- Include opportunity to speak in front of a diverse audience on a variety of topics for general oral communication practice
- Allow for practice and feedback to facilitate improvement in general oral communication skills and in personal confidence and presence
- Be flexible regarding individual roles, responsibilities, workload, etc.
- More information can be found on the Toastmasters [Facts for First Timers](#) webpage

**Modality:** In-person

**Length:** 2-4 hours per month; as needed

**Vendor:** N/A

**Cost:** \$20 new member fee; \$45 dues every six months