

Leadership Certification Series Certifications

Building Trust & Accountability

Trust and credibility are important factors in the ability for leaders to make and carry out decisions in the workplace. This certification helps leaders build skills in demonstrating concern and decision making that is perceived as responsible, reliable, and trustworthy. It helps leaders to consider the impact and consequences of decisions and actions to ensure they are trustworthy and ethical.

Classes: 7

Hours: 6

REQUIRED
Introduction to Workplace Ethics
Developing a Code of Ethical Conduct
Ethical Decision-making in the Workplace
Building Trust
Rebuilding Trust
Leading Teams: Building Trust and Commitment

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PICK ONE
Integrity in Action
The Importance of Integrity
Enchantment: Trustworthiness
Dimensions of Trust

Conflict Management

Leaders must face and manage conflict within the workplace. This certification increases the leader's ability to prevent, manage, and/or resolve workplace conflict.

Classes: 8

Hours: 8

REQUIRED
Workplace Conflict: Recognizing and Responding to Conflict
Workplace Conflict: Strategies for Resolving Conflicts
Working with Difficult People: Identifying Difficult People
Work with Difficult People: How to Work with Aggressive People
Work with Difficult People: How to Work with Negative People
Work with Difficult People: How to Work with Manipulative People
Work with Difficult People: How to Work with Procrastinators People
Work with Difficult People: How to Work with Self-serving People

Creativity and Innovation

Leaders must be able to use analytical and creative thinking to create innovation and resolve problems in the workplace. This certification builds skills in thinking both creatively and analytically, making smart decisions, and negotiating agreements with others in the workplace.

Classes: 25

Hours: 24

REQUIRED
Using Strategic Thinking Skills
Generating Creative and Innovative Ideas: Enhancing Your Creativity
Critical Thinking
Business Writing: How to Write Clearly and Concisely
Interpersonal Communication: Targeting Your Message
Delivering a Difficult Message with Diplomacy and Tact
Culture and Its Effect on Communication
Basic Presentation Skills: Delivering a Presentation
Decision Making: Making Tough Decisions
Problem Solving: The Fundamentals
Decision Making: The Fundamentals
Risk Management: Identifying Risk
Risk Management: Assessing Risk
Risk Management: Dealing with Risk
Organizational Structure and Employee Behavior
Understanding Organizational Power and Politics
Professional Networking Essentials: Finding Opportunities to Make Connections
The Essentials of Budgeting for Non-financial Professionals
Interpersonal Communication: Being Approachable
Interpersonal Communication: Listening Essentials
Being an Effective Team Member
Elements of a Cohesive Team
Project Management Fundamentals
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Time Management: Avoiding Time Stealers

Cultivating Organizational Leadership

Leaders must be able to influence others including co-workers, subordinates, and leaders. This certification focuses on building skills that enable leaders to gain others' support for ideas, proposals, projects, and solutions.

Classes: 6

Hours: 6

REQUIRED
Leadership Essentials: Building Your Influence as a Leader
Getting Results without Direct Authority: Influencing Your Boss
The Value of Peer Relationships
Developing Strategic Peer Relationships in Your Organization
Forming Peer Relationships and Alliances at Work
Using Business Etiquette to Build Professional Relationships

Employee Performance Development

The relationship between employees and their supervisors is a critical aspect of a healthy organization. Supervisors/Managers should work with employees to set up expectations for performance and then evaluate and provide regular constructive feedback to employees about their performance. This certification builds skills in evaluating employee performance and developing employee talent.

Classes: 12

Hours: 12

REQUIRED
Planning for Performance
Monitoring and Improving Performance
Reviewing and Rewarding Performance
Recognizing and Diagnosing Problem Performance
First Steps for Turning Around a Performance Problem
Using Progressive Discipline to Correct Problem Performance
Preventing Problem Performance
Managing Your Career: Creating a Plan
Managing Your Career: Getting on the Right Track
Managing Your Career: Professional Networking Essentials
Managing Your Career: You and Your Boss
Managing Your Career: Leveraging the Performance Appraisal

Leadership Communication

The ability to listen to others and effectively communicate is critical to a leader's success. This certification builds skills in communication, interpersonal skills, and team leadership that help leaders to communicate ideas, thoughts, and facts and to understand and relate to co-workers.

Classes: 18

Hours: 18

REQUIRED
Strategies for Communicating with Tact and Diplomacy
The Impact of Situation and Style When Communicating with Diplomacy and Tact
Delivering a Difficult Message with Diplomacy and Text
Business Writing: Know Your Readers and Your Purpose
Business Writing: How to Write Clearly and Concisely
Business Writing: Editing and Proofreading
Interpersonal Communication: Communicating with Confidence
Interpersonal Communication: Targeting Your Message
Interpersonal Communication: Listening Essentials
Interpersonal Communication: Communicating Assertively
Interpersonal Communication: Being Approachable
Leadership Essentials: Motivating Employees
Leadership Essentials: Communicating Vision
Leadership Essentials: Building Your Influence as a Leader

Leadership Essentials: Leading with Emotional Intelligence
Leadership Essentials: Leading Business Execution
Leadership Essentials: Leading Innovation
Leadership Essentials: Leading Change

Maximizing Performance Results

Leaders must have the ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk. This certification develops the ability to approach problems using a logical, systematic, and sequential approach and to make decisions that ensure the productivity of the work team.

Classes: 10

Hours: 10

REQUIRED
Critical Thinking Essentials: What Is Critical Thinking?
Critical Thinking Essentials: Applying Critical Thinking Skills
Decision Making: The Fundamentals
Decision Making: Tools and Techniques
Decision Making: Making Tough Decisions
Identifying and Managing Customer Expectations
Creating and Sustaining a Customer-focused Organization
Business Planning Essentials: Preparing a Business Plan
Business Planning Essentials: Performing Key Analyses
Business Planning Essentials: Preparing for Implementation

Promoting a High Performance Culture

Leaders encourage engagement and promote performance for their employees. This certification increases skills in promoting equal and fair treatment and opportunity for all staff and effectively recruiting, selecting, development, and retaining a competent staff.

Classes: 10

Hours: 10

REQUIRED
Diversity on the Job: The Importance of Diversity and the Changing Workplace
Diversity on the Job: Diversity and You
Managing Workforce Generations: Introduction to Cross-generational Employees
Managing Workforce Generations: Working with a Multigenerational Team
Managing Workforce Generations: Working with the 21 st -century Generation Mix
Developing a High-performance Organization
Talent Management: Developing and Engaging Talent
Leading Teams: Developing the Team and its Culture
Delegation Essentials: An Introduction to Delegating
Delegation Essentials: The Delegation Process

Strategic Planning I

Supporting, promoting, and ensuring alignment with the organization's vision and values are important steps to developing strategic plans for a department. This certification guides leaders to understand how an organization can develop strategic initiatives and effective change initiatives that ensure success. This includes building the ability to manage, lead, and enable the process of change and transition while helping others deal with their effects and understanding how an organization must change in light of internal and external trends and influences.

Classes: 8

Hours: 8

REQUIRED
Managing Change: Understanding Change
Managing Change: Building Positive Support for Change
Managing Change: Dealing with Resistance to Change
Managing Change: Sustaining Organizational Change
Leadership Essentials: Communicating Vision
Developing the Capacity to Think Strategically
Developing the Strategic Thinking Skill of Seeing the Big Picture
Using Strategic Thinking Skills

Strategic Planning II

Building on skills developed in Strategic Planning I, this certification focuses on building skills in flexibility, global perspective, and organizational awareness.

Classes: 7

Hours: 8

REQUIRED
Key Strategies for Managing Cross-functional Teams
Managing Internal Dynamics in a Cross-functional Team
Developing the Strategic Thinking Skill of Seeing the Big Picture
Organizational Behavior: Dynamics of a Positive Organizational Culture
Organizational Structure and Employee Behavior
Fundamentals of Organizations – Groups
Understanding Organizational Power and Politics

Work-Life Balance

Managing the emotional and social aspects of the workplace are important to ensuring a stress-free work environment. This certification develops skills associated with managing stress and emotions in the workplace as well as navigating the social aspects of the workplace.

Classes: 2

Hours: 6

PICK ONE
What is Emotional Intelligence?
Using Emotional Intelligence on the Job
Anger Management Essentials: Understanding Anger
Anger Management Essentials: Managing and Controlling Anger

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PICK ONE
Optimizing Your Work/Life Balance: Analyzing Your Life Balance
Optimizing Your Work/Life Balance: Maintaining Your Life Balance
Optimizing Your Work/Life Balance: Taking Control of Your Stress