LEARNING & ORGANIZATION DEVELOPMENT

4 L&OD Certificate Offerings

Duke HUMAN RESOURCES | LEARNING & ORGANIZATION DEVELOPMENT

Certificates of Excellence

L&OD is proud to oversee 1 portable, nationally recognized certificate program as well as offer 4 of it's own certificate programs. These certificates are the perfect way to thoroughly explore the depth and breadth of a particular subject area. With a focus on leveraging your current experience and understanding, while also providing you with additional insight and perspective, core workshops help you maximize your professional success.

When you are ready to apply, search for our Certificates of Excellence in the **Learning Management System (LMS)** or click one of the registration links below:

- Communication Certificate of Excellence
- Self-Leadership Certificate of Excellence
- Management and Leadership Certificate of Excellence
- Supervisory Certificate of Excellence

Certificate Requirements

Those seeking a Certificate of Excellence must register via **Duke's Learning Management System (LMS)**. Multiple certificates may be worked on at the same time, as long as the courses are completed within three years

- **All Certificates of Excellence must be completed within three years** and L&OD encourages you to take at least two courses per year until the certificate is complete.
- **Courses are instructor-led by an L&OD facilitator either online or virtually.** There is no requirement for the number of course hours completed.
- Managers should be involved in the identification and selection of the certificate their employee is applying for.

NOTE: Certificate classes must be completed within the last three years in order to receive credit. **If it has been longer than three years since you took a class, you will need to re-enroll in a new offering of that course.** There is always something new to learn!

1 Communication Certificate of Excellence

Learn winning communication skills!

Communication skills in the workplace include a mix of verbal and non-verbal abilities. Learn more about the importance of effective communication and how you can improve.

This certificate includes:

- **Over 18 hrs. of Training**
- **Five L&OD Courses**
- **Conflict Mode Assessment**
- **Chart Your Own Progress**
- **Completely Instructor-Led**
- **CEUs: Up to 1.8***

**CEU credits vary based on course selection.*

In this certificate program you will discover a number of compelling methods to bring out your best communication skills and learn how to communicate effectively in difficult situations.

Why Should I Attend?

- Learn how to detect and defuse emotionally charged encounters in the workplace.
- Explore the impact of verbal and nonverbal communication.
- Demonstrate confidence and skill as a problem solver.
- Apply techniques to deal with difficult customers.

Certificate Requirements:

#1: Register for the Communication Certificate of Excellence - Click to Register!
Required Coursework must be completed within three years of application submission.

#2: Register for and Complete Five Required Courses *(See next page.)*

1. Communicating with Diplomacy & Tact Level 1
2. Communicating with Diplomacy & Tact Level 2
3. Conflict Resolution
4. Navigating Challenging Personalities
5. Personality & Effective Communication

Chart Your Progress!

Communication excellence is essential to the work of any organization's success. A professional development plan can help you reach a new level of effective communication, both verbal and nonverbal. Create your plan and chart your progress towards obtaining your Communication Certificate of Excellence.

All Certificates of Excellence must be completed within three years of application submission and L&OD encourages candidates to take at least two courses per year until the certificate is complete. Courses are instructor-led by an L&OD facilitator either in-person or virtually.

CORE COURSES (REQUIRED)

Comm. w/ Diplomacy & Tact 1:	Registered	Completed Date:
Comm. w/ Diplomacy & Tact 2:	Registered	Completed Date:
Conflict Resolution:	Registered	Completed Date:
Nav. Challenging Personalities:	Registered	Completed Date:
Personality & Effective Comm:	Registered	Completed Date:

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Self-Leadership Certificate of Excellence

Self-Empowerment!

We sometimes lose ourselves in the day-to-day, but taking a pause to remember or to discover core strengths is essential to career growth and professional development.

This certificate program was designed for leaders at all levels who want to demonstrate stronger leadership capabilities. Self-leadership creates the impetus for partnering with managers or supervisors and to ask for what is needed to become more effective in the workplace!

This certificate includes:

- **Over 20 hrs. of Training**
- **Six L&OD Courses**
- **Strength Finders Assessment**
- **Chart Your Own Progress**
- **Completely Instructor-Led**
- **CEUs: Up to 2.2***

**CEU credits vary based on course selection.*

Why Should I Attend?

- Learn how to evaluate your own performance level and strategize on how to increase your effectiveness.
- Explore the impact of managing all priorities, while raising the quality of work.
- Demonstrate confidence and skill as a problem-solver and apply techniques to think critically when making decisions.
- Embrace and value differences in the workplace.

Certificate Requirements:

#1: Register for the Self-Leadership Certificate of Excellence - Click to Register!
Required Coursework must be completed within three years of application submission.

#2: Register for and Complete Six Required Courses *(See next page.)*

1. Sit Lead II: Self-Leadership - Growing Your Career & Self Awareness
2. Managing Multiple Priorities
3. Resilience: Skills to Endure Hardship
4. Critical Thinking Skills: Strategies to Improve
5. CliftonStrengths Finder: Discover Your Talents
6. Valuing Differences

Chart Your Progress!

Discover how you can position yourself for success with superior self-development and empowerment skills. Create your plan and chart your progress towards obtaining your Self-Leadership Certificate of Excellence.

All Certificates of Excellence must be completed within three years of application submission and L&OD encourages candidates to take at least two courses per year until the certificate is complete. Courses are instructor-led by an L&OD facilitator either in-person or virtually.

CORE COURSES (REQUIRED)

Self-Leadership:	Registered	Completed Date:
Managing Multiple Priorities:	Registered	Completed Date:
Resilience: Skills to Endure Hardship:	Registered	Completed Date:
Critical Thinking Skills:	Registered	Completed Date:
CliftonStrenghts Finder:	Registered	Completed Date:
Valuing Differences:	Registered	Completed Date:

3 Management and Leadership Certificate of Excellence

Elevate into a strong leader!

Are you a people leader interested in enhancing management skills or an executive looking for effective leadership training? Equip yourself with the tools necessary to assume the right role at the right time and respond effectively.

This certificate includes:

- Over 42hrs. of Training
- Six L&OD Courses
- Emotional Intelligence (EQ-i) Assessment
- 360 Feedback Assessment
- Chart Your Own Progress
- Completely Instructor-Led
- **CEUs: Up to 4***

**CEU credits vary based on course selection.*

This certificate program is designed for leaders at all levels who want to demonstrate stronger leadership capaibilities.

Why Should I Attend?

- Identify best practices for effectively managing employee expectations for performance excellence.
- Increase understanding and skills for giving feedback and coaching effectively.
- Develop and commit to a personal leadership philosophy.
- Assess ways to improve emotional intelligence based on results from the Emotinal Intelligence Quotient (EQ-i) assessment.

Certificate Requirements:

#1: **Register for the Management and Leadership Certificate - Click to Register!**
Required Coursework must be completed within three years of application submission.

#2: **Register for and Complete Six Required Courses** *(See next page.)*

1. Transformational Leadership
2. Crucial Conversations: For Mastering Dialogue
3. Emotional Intelligence: The Emotionally Effective Leader
4. Managing from the Middle
5. Dimensions of Management
6. Raising Accountability when Managing a Hybrid Team

Chart Your Progress!

Ready to identify and improve your leadership style? Create your plan and chart your progress towards obtaining your Management and Leadership Certificate of Excellence.

All Certificates of Excellence must be completed within three years of application submission and L&OD encourages candidates to take at least two courses per year until the certificate is complete. Courses are instructor-led by an L&OD facilitator either in-person or virtually.

CORE COURSES (REQUIRED)

Transformational Leadership:	Registered	Completed Date:
CC: For Mastering Dialogue:	Registered	Completed Date:
Emotional Intelligence:	Registered	Completed Date:
Managing from the Middle:	Registered	Completed Date:
Dimensions of Management:	Registered	Completed Date:
Raising Accountability when Managing a Hybrid Team:	Registered	Completed Date:

4 Supervisory Certificate of Excellence

Get ready to influence and inspire your team!

Are you interested in moving into a supervisory role? Do you need to improve your supervisory skills? Supervisors are responsible for making sure other employees are doing their job and performing to the best of their ability.

This certificate program cultivates the critical supervisory skills that you will need to develop others, monitor performance and make decisions.

This certificate includes:

- **Over 30 hrs. of Training**
- **Six L&OD Courses**
- **Chart Your Own Progress**
- **Completely Instructor-Led**
- **CEUs: Up to 3.3***

**CEU credits vary based on course selection.*

Why Should I Attend?

- Practice key managerial communication skills.
- Explore the Situation-Behavior-Impact (SBI) model for giving positive and developmental feedback.
- Discover coaching styles and align those styles with employee needs and the situations they are in.
- Identify performance development needs of staff.

Certificate Requirements:

#1: Register for the Supervisory Certificate of Excellence - Click to Register!
Required Coursework must be completed within three years of application submission.

#2: Register for and Complete Six Required Courses *(See next page.)*

1. Fundamentals of Coaching
2. Keys to Supervisory Success
3. Moving from Peer to Supervisor
4. SLII
5. Leader as Coach
6. Feedback Fundamentals

Chart Your Progress!

If you are planning for career progression into the field of supervisor or are an existing supervisor wishing to strengthen your skills and become more effective at your job, a professional development plan can help. Create your plan and chart your progress towards obtaining your Supervisory Certificate of Excellence.

All Certificates of Excellence must be completed within three years of application submission and L&OD encourages candidates to take at least two courses per year until the certificate is complete. Courses are instructor-led by an L&OD facilitator either in-person or virtually.

CORE COURSES (REQUIRED)

Fundamentals of Coaching:	Registered	Completed Date:
Keys to Supervisory Success:	Registered	Completed Date:
Moving from Peer to Supervisor:	Registered	Completed Date:
SLII:	Registered	Completed Date:
Leader as Coach:	Registered	Completed Date:
Feedback Fundamentals:	Registered	Completed Date:

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