

Certificates of Excellence

L&OD is proud to oversee **2** portable, nationally recognized certificate programs as well as offer **6** 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, go to:

https://duke.qualtrics.com/jfe/form/SV_2osnKldkC7pbVPw

or, use this QR code with your phone and go directly to the online application!



PORTABLE CERTIFICATES

CERTIFIED EXECUTIVE ADMINISTRATIVE PROGRAM

(CEAP DESIGNATION)

Star Achievement Series™ (CEAP) Designation

21st Century Administrative Professionals are dynamic, highly skilled and in-demand. Are you standing in the forefront of your excellence? A professional development plan can help you reach your goals. Create your plan and chart your progress towards obtaining your **CEAP Designation**.

8 CORE MODULE COURSES (REQUIRED)

Registration into the cohort will secure a seat for all eight sessions.

M1: Be a Star Achiever	Registered	Completed Date:
M2: Star-Achieving Techniques	Registered	Completed Date:
M3: Building a Star Partnership	Registered	Completed Date:
M4: Reaching Stardom	Registered	Completed Date:
M1: Be a Shining Star	Registered	Completed Date:
M2: Give a Stellar Performance	Registered	Completed Date:
M3: Stellar Collaboration	Registered	Completed Date:
M4: Future Focused Star Performer	Registered	Completed Date:

L&OD Recommendations

After achieving **CEAP designation**, participants can join the national **CEAP Network**. See page 4 for information on the network.

NATIONALLY RECOGNIZED

HR CERTIFICATE PROGRAM STRATEGIC PARTNERS IN BUSINESS

HR Strategic Partner Certificate of Excellence

Chart Your Progress!

Ready to develop new capabilities and gain confidence while learning by doing? Seeking an opportunity to practice skills in real time to cultivate the mindset you need to think and act strategically within the HR field? Create your plan and chart your progress towards obtaining your **HR Strategic Partner Certificate of Excellence**.

CORE COURSES (REQUIRED)

Strategic Partners in Business:	Registered	Completed Date:

The HR Business Partner:	Registered	Completed Date:

Finding the Strategy in HR Analytics:	Registered	Completed Date:

Recommended HR Specific Electives (Choose Two)

Participants will also have the opportunity to take a deep dive into specific areas of Human Resources. The HR specialty presentations will explore best practices in the field, in addition to Duke specific practices.

HR CERT - TOTAL REWARDS	Registered	Completed Date:
TALENT ACQUISITION	Registered	Completed Date:
TALENT DEVELOPMENT	Registered	Completed Date:
EMPLOYEE RELATIONS	Registered	Completed Date:

CEAP NETWORK

After achieving CEAP designation, participants can join the national CEAP network. The network will offer:

Have you earned a Certificate? You may want to join this affinity group at Duke.

- **Quarterly educational opportunities** with continuing education credits.
- **Opportunities to mentor** other current and aspiring administrative professionals.
- The sharing of **best practices** across the university and health system.

This association of Certified Executive Administrative Professionals (CEAP) is open to all professionals who have successfully completed the national designation through Office Dynamics. Members of this network will work together to explore ways to elevate the level of performance and effectiveness within the profession.

Professional Development Trainers' Network (PDTN)

This network consists of Duke University and Health System faculty and staff who are responsible for providing employees within their departments or the Duke community with professional development or educational programs to Duke Employees. The 60+ members of the PDTN:

Do you train Duke employees? If so, you may want to join this affinity group.

- Identify and promote professional development opportunities and resources for trainers, educators, and facilitators.
- Share best practices in training, design, and implementation.
- Review current trends in learning and professional development.

”

I never thought I would return to school. Earning the certificates gave me confidence. I'm ready to keep learning and growing ”

SHARENA BALLAARD - 12 YEARS AT DUKE – CEAP 2019

LEARNING & ORGANIZATION DEVELOPMENT

6

L&OD

Certificate
Offerings

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: Submit a Certificate of Excellence application

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:

2

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: Submit a Certificate of Excellence application

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)

Sit Lead II: 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:

CliftonStrengths 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 capabilities.

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 Emotional Intelligence Quotient (EQ-i) assessment.

Certificate Requirements:

#1: Submit a Certificate of Excellence application

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: Submit a Certificate of Excellence application

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. Sit Lead II: A Manager's Role in Growing Employees
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:

Sit Lead II: A Manager's Role:	Registered	Completed Date:

Leader as Coach:	Registered	Completed Date:

Feedback Fundamentals:	Registered	Completed Date:

5

Training Certificate of Excellence

Gain a practical overview of the entire training function!

Are you a new trainer seeking tips and techniques or an experienced trainer looking for ways to increase learner engagement? Are you looking to start a new career as a trainer? You will find this course valuable in increasing your understanding of the training function.

This certificate includes:

- Over 40 hrs of Training
- Five L&OD Courses
- 1 Teach Back Session
- Chart Your Own Progress
- Completely Instructor-Led
- **CEUs: Up to 3.1***

**CEU credits vary based on course selection.*

This certificate program will equip you with the necessary skills to deliver highly effective training sessions that will engage and inform your participants.

Why Should I Attend?

- Learn and apply effective training techniques for engaging a variety of learning styles.
- Fully grasp how to use adult learning theory to engage your learners.
- Know how to create a dynamic, engaging learning environment.
- Design and deliver your own training presentation to practice new skills learned through the course.

Certificate Requirements:

#1: Submit a Certificate of Excellence application Required Coursework must be completed within three years of application submission.

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

1. T1: The Basics of Training
2. T2: Designing Training
3. T3: Instructor-Led Training
4. Facilitate Virtual Learning
5. Project Management: Applied Essentials

#3: Complete One Scored Portfolio Project

Email Joy Birmingham details: joy.birmingham@duke.edu.

Chart Your Progress!

Ready to discover the keys to creating engaging training that ensures learner success? A professional development plan can help you reach your goals. Create your plan and chart your progress towards obtaining your Training 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)

T1: Basics of Training:	Registered	Completed Date:

T2: Designing Training:	Registered	Completed Date:

T3: Instructor-Led Training:	Registered	Completed Date:

Facilitate Virtual Learning:	Registered	Completed Date:

Project Management:	Registered	Completed Date:

Scored Portfolio Project:	Completed Date:	

6

Technology Certificate of Excellence

Verify your skills – demonstrate your expertise!

Looking to demonstrate proficiency in using one or more Microsoft or Adobe programs? This certificate program gives you a professional edge demonstrating expertise in using the Microsoft Office Suite (Word, Excel, PowerPoint & Access).

This certificate includes:

- 32 hrs. of Training
- Chart Your Own Progress
- Completely Instructor-Led
- **CEUs: Up to 3.2***

**CEU credits vary based on course selection.*

Why Should I Attend?

- Gain a professional edge by providing evidence of skills mastery, demonstrate your ability and willingness to embrace new technologies.
- Maximize productivity and assist with keeping documentation organized.
- Illustrate skills in collecting and interpreting data.

Certificate Requirements:

#1: Submit a Certificate of Excellence application

Required Coursework must be completed within three years of application submission.

#2: Register for Four Courses and Complete 32 hrs. of Coursework (See next page.)

Courses must be **TWO levels** in any **TWO areas**.

Example: Word Level 1 and 2 and Excel Level 2 and 3.

1. Microsoft Word: Level 1, 2, or 3
2. Microsoft Excel: Level 1, 2, or 3
3. Microsoft PowerPoint: Level 1 and 2
4. Microsoft Access: Level 1, 2, or 3

Chart Your Progress!

STEP 1: In order to obtain a Technology Certificate of Excellence, candidates must complete a total of **32-hours of required coursework**. A candidate will need to choose **TWO software applications from the options below** and complete **TWO LEVELS** of each. **Example:** Word Level 1 and 2 and Excel Level 2 and 3.

CHOOSE TWO:

Microsoft
Word

Microsoft
Excel

Microsoft
Powerpoint

Microsoft
Access

STEP 2:

Based on your software application choices from above, select **TWO** L&OD courses for each software application from the list below. You will need to sign up for a total of **FOUR** courses.

Two-Day Courses (4 hours each day)				
Word Level 1	Excel Level 1	PowerPoint Level 1	Access Level 1	
Word Level 2	Excel Level 2	PowerPoint Level 2	Access Level 2	
Word Level 3	Excel Level 3		Access Level 3	

**minimum of four courses are required*

APPLICATION CHOICE #1

Course #1: _____ Registered Completed Date: _____

Course #2: _____ Registered Completed Date: _____

APPLICATION CHOICE #2

Course #1: _____ Registered Completed Date: _____

Course #2: _____ Registered Completed Date: _____

L&OD Certificates of Excellence

Depending on your role and career aspirations, L&OD has a variety of learning opportunities to help you continue to learn. Here are some of the options to consider:

Interested in:	Leading Training Functions? E-Learning?	Communicating Effectively? Helping Others?
Expand your skillset! Start Here:	Training Certificate of Excellence	Communication Certificate of Excellence
Prerequisite/Core Classes	<p>Required Coursework:</p> <ul style="list-style-type: none"> • T1: The Basics of Training • T2: Designing Training • T3: Instructor-Led Training & Platform Skills • Facilitate Virtual Learning • Project Management: Applied Essentials <p>Additional Requirements: A scored portfolio project</p>	<p>Required Coursework:</p> <ul style="list-style-type: none"> • Communicating with Diplomacy & Tact 1 • Communicating with Diplomacy & Tact 2 • Conflict Resolution • Personality & Effective Communication • Navigating Challenging Personalities
Additional Recommended L&OD Learning	<p>3 Recommendations</p> <ul style="list-style-type: none"> • Managing Multiple Priorities • Personality & Effective Communication • PowerPoint Level 1, 2 and 3 	<p>2 Recommendations</p> <ul style="list-style-type: none"> • Project Management: Applied Essentials • Valuing Differences
After successfully obtaining an L&OD Certificate of Excellence, consider the following based on your opportunities or areas of interest:	<p>Certificate or Professional Network</p> <p>Duke Learning & Organization Development (L&OD)</p> <ul style="list-style-type: none"> • Technology Certificate of Excellence • Professional Development Trainers' Network (PDTN) <p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • Online Learning Training Certificate • Project Management Professional • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • Yellow Belt <p>Duke Office of Informational Technology (OIT)</p> <ul style="list-style-type: none"> • Technology Training <p>LinkedIn Learning (Duke Saba LMS)</p>	<p>Certificate or Professional Network</p> <p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • Business Communication Program • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • Yellow Belt <p>LinkedIn Learning (Duke Saba LMS)</p>
Related Professional Associations	<p>Gain credibility!*</p> <ul style="list-style-type: none"> • Project Management Professional (PMP) <p>Get certified!**</p> <ul style="list-style-type: none"> • ATD Certified Professional in Learning & Performance (CPLP) 	<ul style="list-style-type: none"> • National Customer Service Association (NCSA) • Certified Customer Service Professional (CCSP)

*These offerings are intended to suggest ongoing development outside of the Duke Community.

**Entities cited have NOT been endorsed by Duke or L&OD.

Leading the Work? Leading Processes? Leading the Work Environment?	Moving into a Supervisory Role? Coaching? Team Lead?	Strategic Operational Excellence? Business Analytics?	Administrative Acumen? Soft Skill Proficiency?
Management & Leadership Certificate of Excellence	Supervisory Certificate of Excellence	HR Strategic Partner Certificate of Excellence	Certified Executive Administrative Professionals (CEAP) Designation
<p>Required Coursework:</p> <ul style="list-style-type: none"> • Transformational Leadership • Crucial Conversations: For Mastering Dialogue • Emotional Intelligence • Managing from the Middle • Dimensions of Management for Successful Leaders • Raising Accountability when Managing a Hybrid Team 	<p>Required Coursework:</p> <ul style="list-style-type: none"> • Fundamentals of Coaching • Keys to Supervisory Success • Moving from Peer to Supervisor • Sit Lead II: A Manager's Role • Leader as Coach • Feedback Fundamentals 	<p>Required Coursework:</p> <ul style="list-style-type: none"> • Strategic Partners in Business • The HR Business Partner • Finding the Strategy in HR Analytics: Linking HR to Business <p>Additional Requirements:</p> <ul style="list-style-type: none"> • Team Project 	<p>Required Coursework:</p> <ul style="list-style-type: none"> • Be a Star Achiever • Star-Achieving Techniques • Building Star Partnerships • Reaching Stardom • Be a Shining Star • Give Stellar Performance • Stellar Collaborator • Future Focused Star Performer
3 Recommendations	3 Recommendations	4 Recommendations	Recommendations
<ul style="list-style-type: none"> • Feedback Fundamentals • Sit Lead II: A Manager's Role • CliftonStrengths Finder: Discover Your Talent 	<ul style="list-style-type: none"> • Resilience: Building Skills to Endure Hardship • Navigating Challenging Personalities • Project Management: Applied Essentials 	<ul style="list-style-type: none"> • Total Rewards • Talent Acquisition • Talent Development • Employee Relations 	N/A - The CEAP Designation is comprised of 8 core sessions. There are no corresponding electives for this program.
Certificate or Professional Network	Certificate or Professional Network	Certificate or Professional Network	Certificate or Professional Network
<p>Duke Learning & Organization Development (L&OD)</p> <ul style="list-style-type: none"> • Duke Leadership Academy (DLA) • Guide to Managing at Duke Plus (GTM) <p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • Manager's Toolbox Certificate • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • Yellow Belt <p>Duke Corporate Education (Duke CE)</p> <ul style="list-style-type: none"> • Duke CE Leadership Series <ul style="list-style-type: none"> • Design Thinking <p>LinkedIn Learning (Duke Saba LMS)</p>	<p>Duke Learning & Organization Development (L&OD)</p> <ul style="list-style-type: none"> • Leadership Certificate of Excellence • Duke Management Academy (DMA) • Guide to Managing at Duke (GTM) <p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • Developing Leaders Program • Business Ethics in the 21st Century • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • Yellow Belt <p>Office for Institutional Equity (OIE)</p> <ul style="list-style-type: none"> • Managing a Diverse Workforce <p>LinkedIn Learning (Duke Saba LMS)</p>	<p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • HR Continuing Education Online • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • Yellow Belt <p>LinkedIn Learning (Duke Saba LMS)</p>	<p>Duke Learning & Organization Development (L&OD)</p> <ul style="list-style-type: none"> • CEAP Network - Open to all professionals who have successfully completed the national designation through Office Dynamics. <p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • Paralegal Program <ul style="list-style-type: none"> • Online • Instructor-Led • Summer Intensive Program • Paralegal Specialist Certificate • Technical Writing Program • Lean Six Sigma Greenbelt <ul style="list-style-type: none"> • Green Belt • YellowBelt <p>LinkedIn Learning (Duke Saba LMS)</p>
Lean Six Sigma Certification	<p>Institute of Certified Professional Managers (ICPM)</p> <ul style="list-style-type: none"> • Certified Manager Certification (CMP) 	<p>Duke Continuing Studies</p> <ul style="list-style-type: none"> • HR Management (SHRM) • HR Management Intensive(SHRM) <p>HR Certification Institute (HRCI)</p> <ul style="list-style-type: none"> • Professional in HR (PHR) 	<p>Duke Financial Services</p> <ul style="list-style-type: none"> • Financial Certification Program

Certificates of Excellence opportunities are open to all Duke employees and are available in several disciplines based on specific areas of professional responsibility.

6 CERTIFICATES OF EXCELLENCE

Required coursework should be completed within three years of application submission.

APPLY NOW!

1 COMMUNICATION

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.

5 Courses

- *Communicating w/ Diplomacy & Tact I*
- *Communicating w/ Diplomacy & Tact II*
- *Conflict Resolution*
- *Personality & Effective Communication*
- *Navigating Challenging Personalities*

2 SELF-LEADERSHIP

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

6 Courses

- *Sit Lead II®: Self-Leadership*
- *Managing Multiple Priorities*
- *Resilience: Skills to Endure Hardship*
- *Critical Thinking: Strategies to Improve*
- *CliftonStrengths Finder: Discover Your Greatest Talent!*
- *Valuing Differences*

3 MANAGEMENT & LEADERSHIP

Elevate into a true 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.

6 Courses

- *Transformational Leadership*
- *Crucial Conversations: For Mastering Dialogue*
- *Emotional Intelligence*
- *Managing from the Middle*
- *Dimensions of Management*
- *Raising Accountability when Managing a Hybrid Team*

4 SUPERVISORY

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.

6 Courses

- *Fundamentals of Coaching*
- *Keys to Supervisory Skills*
- *Moving from Peer to Supervisor*
- *Sit Lead II: A Managers' Role*
- *Leader as Coach*
- *Feedback Fundamentals*

5 TRAINING

Gain a practical overview of the entire training function! Are you a new trainer seeking tips and techniques or an experienced trainer looking for ways to increase learner engagement? Are you looking to start a new career as a trainer? You will find this course valuable in increasing your understanding of the training function.

5 Courses

- *T1: The Basics of Training*
- *T2: Designing Training*
- *T3: Instructor-Led Training*
- *Facilitate Virtual Learning*
- *Project Management: Applied Essentials*

6 TECHNOLOGY

Verify your skills - demonstrate your expertise! Looking to demonstrate proficiency in using one or more Microsoft programs? Give yourself a professional edge demonstrating expertise in using the Microsoft Office Suite (Word, Excel, PowerPoint & Access).

4 Courses (32 total hours of coursework)

Courses must be **TWO levels** in any **TWO areas**.
Example: Word Level 1 & 2 and Excel Level 2 & 3.

- **Microsoft Word:** Level 1, 2, or 3
- **Microsoft Excel:** Level 1, 2, or 3
- **Microsoft PowerPoint:** Level 1 and 2
- **Microsoft Access:** Level 1, 2 or 3