

Performance Skills Certificate Programs

Certificate Type: **Customer Service Certificate**

1 Customer Service

Complete any 4 of these 5 classes to earn certificate

- 1 The Cores of Customer Service
- 2 Overcoming Obstacles to Superior Customer Service
- 3 Customer Service Over the Telephone
- 4 Beyond Good Enough: Principles for Turning Ordinary into Extraordinary
- 5 Managing Customer Services Roles – Creating a Culture of Excellent Service

Date Taken

Certificate Type: **Professional Productivity Series**

1 Building Professional Relationships

Complete the following 5 classes to earn certificate

- 1 Emotional Intelligence Foundations or Emotional Intelligence
- 2 Ethics for Everybody
- 3 Positive Opposition: Productive Strategies for Managing Individual and Team Conflict
- 4 Understanding Your Personality Style Using the DISC Assessment
- 5 Using the Strengths of Your Personality Style

Date Taken

2 Expanding Your Career Horizons

Complete the following 3 classes to earn certificate

- 1 Calming the Chaos: Time Management for Today
- 2 How to Ace the Interview
- 3 Who Moved My Cheese? Change Management

Date Taken

3 Improving Your Professional Communication

Complete the following 4 classes to earn certificate

- 1 Communication: Overcoming the Obstacles
- 2 Email Etiquette and Legal Issues
- 3 Listening Skills
- 4 Practice in Basic Writing Skills

Date Taken

Certificate Type: **The Supervision Series**

1 Cultivating a Winning Team: Understanding and Connecting Relationships for Supervisors

Complete the following 4 classes to earn certificate

- 1 New Supervisor: Going From Peer to Boss
- 2 The Power of Positive Relationships...Whale Done!
- 3 The Servant Leader
- 4 Understanding the Multi-Generational Workforce

Date Taken

2 Essential Success Skills: Mastering Tasks and Processes of a Supervisor

Complete the following 4 classes to earn certificate

- 1 Conducting Meetings that Matter
- 2 Delegating: A Leader's Guide to Letting Go
- 3 HR Performance Management Supervisor Resource Guide
- 4 Performance Management-Helping People Win at Work

Date Taken

3 Leading with Vision: Managing Common Supervisory Issues

Complete the following 3 classes to earn certificate

- 1 Leading Change Successfully
- 2 Principles of Ethical Decision Making
- 3 The Conflict Competent Leader – Managing Conflict Efficiently

Date Taken
