

Professional Leadership Certificate Courses

- **Certificate Description**

The Professional Leadership Certificate is ideal for those who seek a simple and efficient way to enhance their key leadership skills. It consists of these five online courses that focus on the most important leadership roles and skills:

- How to Communicate More Effectively
- Effective Coaching for Leaders
- Strategies for Motivating Your Team
- Keys to Successful Negotiation and Conflict Resolution
- How to Improve Your Time-Management Skills

Each course includes specific strategies you can apply on the job right away, and each course employs exercises, quizzes, and real-world scenarios that reinforce the key learning points and help bring the material to life.

- 1 hour per course
- Each course is downloadable
- Test at the completion of all courses - 80% to pass
- Certificate awarded after successful completion
- 5 ICRM credits pre-approved

The estimated time to complete the courses and the final comprehensive exam is seven hours

- **How to Communicate More Effectively**

Conflicts and errors in the workplace are often blamed on a miscommunication. Likewise, in workplace surveys, many employees claim they would like to see “better communication.”

What does it look like to have better communication? Does it mean having more e-mails? More policies? More conversations?

In this course, we focus on improving communications through *better* e-mails, *clearer* policies, and *more efficient* conversations.

Because communication is a two-way street, the course stresses the responsibilities of both the sender and receiver as it presents ways to speak, listen, and write in order to communicate with maximum efficiency.

Along the way, there are examples and quiz questions that reinforce the key learning points and help prepare you for the exam.

Learning Objectives

Upon completion of this course, participants will be able to:

1. Define a successful communication interaction
2. Summarize the responsibilities of the sender and receiver in the communication process
3. Describe the four dominant behavioral patterns and the communication approaches that work best with each one
4. Identify several techniques that contribute to being an effective listener
5. Explain the concept of “the written word stands alone”
6. Identify six errors that are commonly found in everyday written communications

- **Effective Coaching for Leaders**

Coaching effectively is an invaluable leadership skill in today’s workplace. More than ever, supervisors and team leaders are expected to provide the kind of ongoing, informal coaching that improves team performance and morale.

In this course we discuss coaching styles, delivering feedback and constructive criticism, reaching reluctant learners, recognizing and addressing poor performance, and much more.

Often we speak of coaching “sessions,” whereby we imply there is some element of planning and structure involved. But coaching by its nature is more than that: it’s an ongoing, integrated, and often spontaneous, effort to improve performance, productivity, and morale.

This course has real-world exercises and quiz questions that reinforce the key learning points.

Learning Objectives

Upon completion of this course, participants will be able to:

1. Identify the distinctions among the roles of manager, trainer, coach, mentor, and trainer
2. Define a gap analysis
3. Explain why today’s supervisors must also be skilled coaches
4. List four vital skills for coaches
5. Describe common causes for poor performance
6. List the four components of effective feedback
7. Define four common management styles

- **Strategies for Motivating Your Team**

Many may consider motivation to be best achieved by a pep talk or by giving orders, but there are several strategies that work much better. This course addresses the ways to properly motivate

others through such practices as ensuring buy-in, promoting recognition, preventing burnout, and much more.

While the course emphasizes ways to inspire your volunteers, most of the practices are useful for employees and colleagues as well.

The course includes interactions and quiz questions that reinforce the key learning points.

Learning Objectives

Upon completion of this course, participants will be able to:

1. Explain why volunteers sign up with an organization
 2. Identify three ways to achieve volunteers' buy-in
 3. List several common de-motivators in the workplace
 4. Describe a key tactic for setting up your volunteers to succeed
 5. Recognize the signs of volunteer burnout
- **Keys to Successful Negotiation and Conflict Resolution**

This course focuses on two similar skills that are necessary for leaders in the workplace: negotiating deals and resolving conflict. Both skills rely heavily on your abilities to think quickly, observe objectively, and act deliberately.

We begin with a focus on how to negotiate effectively. You'll learn strategies for gaining control and leverage in negotiations, tips for observing body language and detecting deception, and ways to handle unhelpful behavior.

In Section 2, we look more closely at resolving conflict. You'll learn about the common styles of conflict resolution, how to manage the difficult personality types, why conflict is often valuable, and how best to manage it.

Learning Objectives

Upon completion of this course, participants will be able to:

1. List the five steps for successful negotiating
2. Recognize the common tactics negotiators use to distract and frustrate the opposition
3. Identify and describe the five conflict-resolution styles
4. Describe six difficult personality types in conflict resolution
5. List several ground rules for conflict-resolution sessions

- **How to Improve Your Time-Management Skills**

Most among us are eager to do a better job of managing our time. The first step toward accomplishing this goal is to answer the question “What am I doing with the time I have?”

In other words, time management is self-management.

This course focuses on self-management tactics that translate into time-saving, time-maximizing results. It covers the management tools that help us structure ourselves in ways to save time, such as goal setting and prioritizing; and it advises on how to manage the day-to-day interruptions that rob us of our time.

Included are examples, interactive elements, and several quiz questions that reinforce the key learning points and help prepare you for the course exam.

Learning Objectives

Upon completion of this course, participants will be able to:

1. Set goals that result in better time management
2. Prioritize your tasks and responsibilities to effect improved time management
3. Identify and eliminate time crunchers
4. Keep a time log and a daily planner
5. Identify tips for facilitating productive meetings