



**QUEENS COLLEGE  
&  
EMERGING TECHNOLOGIES INSTITUTE**

# **MANAGEMENT & LEADERSHIP**

**ONLINE PROGRAM - 2 YEARS**



**EMERGINGTECH.EDU/HAITI-INITIATIVE**

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# ABOUT THE PROGRAM

Our online Management and Leadership career training program aids in the understanding of essential responsibilities involved when directing others and teaches the practices to employ in order to meet those responsibilities.

This program teaches the candidate how to inspire trust, build credibility, define a clear purpose, create systems of success, and unleash the talents and energy of a winning team. Students will learn basic communication and computer productivity skills that are indispensable in today's office environment.

**Occupational objective: Supervisor, Team Leader, Departmental Head, Director, Executive**

# PROGRAM OUTLINE

YEAR 1	WEEKS
<b>TERM 1</b>	
Desktop Computing - Microsoft Office 2016	11
Basic Business Skills - Communication	12
<b>TERM 2</b>	
Basic Business Skills - Human Resources	9
Advanced Business Skills - Management	12
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	<b>44</b>
YEAR 2	WEEKS
<b>TERM 3</b>	
Basic Business Skills - Personal Development	14
Networking Fundamentals - Social Networking	4
Networking Fundamentals - Networking & Security Technologies	3
Networking Fundamentals - Cloud Computing for Business Professionals	1
<b>TERM 4</b>	
Basic Business Skills - Six Sigma Green Belt & Black Belt	10
Basic Business Skills - Finance and Accounting	5
Advanced Business Skills - Leadership	7
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# Desktop Computing

## MICROSOFT OFFICE 2016

11 Weeks

### **Microsoft Office 2016: Beginning Word**

- Working with the Interface and Performing Basic Tasks in Word 2016
- Formatting Text in Word 2016
- Customizing Options and Using Document Views in Word 2016
- Creating and Formatting Tables in Word 2016
- Headers, Footers, Page Numbering, and Layout in Word 2016
- Using the Navigation Pane and Creating Lists in Word 2016

### **Microsoft Office 2016: Beginning Excel**

- Microsoft Excel 2016 Essentials: Creating, Editing, and Saving Workbooks
- Microsoft Excel 2016 Essentials: Formatting Data
- Microsoft Excel 2016 Essentials: Data Presentation Strategies
- Microsoft Excel 2016 Essentials: Formulas and Functions
- Microsoft Excel 2016 Essentials: Charts, Tables, and Images

### **Microsoft Office 2016: Beginning PowerPoint**

- Introduction to the PowerPoint 2016 Interface and Basic Tasks
- Modifying and Formatting Slides in PowerPoint 2016
- Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
- Working with Graphic, Audio, and Video Content in PowerPoint 2016
- Constructing and Modifying Tables and Charts in PowerPoint 2016

### **Microsoft Office 2016: Beginning Access**

- Introduction to the Access 2016 Interface, Database Management, and Tables
- Creating Relationships, Queries, Forms and Reports in Access 2016

### **Microsoft Office 2016: Beginning Outlook**

- Getting to Know Outlook 2016
- Managing Conversations and E-mail in Outlook 2016
- Managing Attachments, and Inserting Items and Signatures in Outlook 2016
- Organizing Contacts in Outlook 2016
- Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016
- Configuring and Managing Meetings and Notes in Outlook 2016

## **Microsoft Office 2016: Intermediate Word**

- Using Illustrations, Styles, and Themes in Word 2016
- Designing and Formatting Illustrations in Word 2016
- Advanced Table Customization in Word 2016
- Maintaining, Protecting, and Reviewing Documents in Word 2016
- References, Proofing, Mail Merges, and Forms in Word 2016
- Sharing and Collaborating on Documents in Word 2016

## **Microsoft Office 2016: Intermediate Excel**

- Microsoft Excel 2016 Intermediate: Customizing Views, Styles, and Templates
- Microsoft Office 2016 Intermediate Excel: Creating Custom Visual Effects
- Microsoft Office 2016 Intermediate Excel: Working with Data
- Microsoft Office 2016 Intermediate Excel: Macros and Advanced Queries
- Microsoft Office 2016 Intermediate Excel: PivotTables and Advanced Charts
- Microsoft Office 2016 Intermediate Excel: Share, Review, and Collaborate

## **Microsoft Office 2016: Intermediate PowerPoint**

- Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
- Using Hyperlinks, Actions, and Comments in PowerPoint 2016
- Using Slide Show Presentation Tools in PowerPoint 2016
- Customizing Proofing and Default Options in PowerPoint 2016
- Sharing and Protecting Presentations in PowerPoint 2016
- Exporting Presentations and Compressing Media in PowerPoint 2016

## **Microsoft Office 2016: Intermediate Outlook**

- Formatting E-mail in Outlook 2016
- Configuring Message Options in Outlook 2016
- Customizing and Managing Outlook 2016
- Managing Automation, Storage, and Tidying Up in Outlook 2016
- Managing Contacts, Tasks, and the Calendar in Outlook 2016
- Viewing and Configuring Outlook 2016 Backstage Options

## **Microsoft Office 2016: Advanced Excel**

- Microsoft Excel 2016 Advanced: Apps and What-if Analysis
- Microsoft Excel 2016 Advanced: Power Pivot, Custom Formatting, Fills, and Forms
- Microsoft Excel 2016 Advanced: Accessibility, Transforming Data, and Errors

## **Microsoft Office 2016: PowerPoint Best Practices**

- Designing Effective PowerPoint Presentations
- Using Slide Masters and Slide Elements to Optimize Impact

## **Microsoft Office 2016: SharePoint for End Users**

- Navigating, Customizing, Lists and Libraries in SharePoint 2016
- Managing Libraries and Lists in SharePoint 2016
- Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016
- Social Networking and Collaboration in SharePoint 2016
- Tags, Notes, Community Sites, and Search in SharePoint 2016
- Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016

## **Outlook Mail for Web**

- Microsoft Outlook Mail for Web: Getting Started
- Microsoft Outlook Mail for Web: Sending and Receiving Email
- Microsoft Outlook Mail for Web: Formatting Email
- Microsoft Outlook Mail for Web: Organizing Email
- Microsoft Outlook Mail for Web: Contact Tools
- Microsoft Outlook Mail for Web: Calendar Tools
- Microsoft Outlook Mail for Web: Configuring the App

## **Skype for Windows**

- Skype for Windows: Sign-in and Setup
- Skype for Windows: Chat Tools
- Skype for Windows: Voice and Video Tools
- Skype for Windows: Managing Contacts

## **Skype for Business 2016**

- Skype for Business 2016: Getting Started
- Skype for Business 2016: Chatting and Calling
- Skype for Business 2016: Organizing and Hosting Meetings
- Skype for Business 2016: Meeting Tools

# **Business Skills Basics**

## **COMMUNICATION**

12 Weeks

### **COMMUNICATION ESSENTIALS FOR BUSINESS**

#### **How to Write an Effective Internal Business Case**

- Preparing a Business Case
- Writing a Business Case
- Presenting Your Case

#### **E-mail Essentials for Business**

- Using E-mail and Instant Messaging Effectively
- Addressing and Redistributing E-mail
- Managing Your E-mail
- Final Exam: E-mail Essentials for Business

#### **Telephone Essentials for Business**

- Essential Skills for Professional Telephone Calls

#### **Business Writing Basics**

- Business Writing: Know Your Readers and Your Purpose
- Business Writing: How to Write Clearly and Concisely
- Business Writing: Editing and Proofreading
- Final Exam: Business Writing Basics

#### **Business Grammar Basics**

- Business Grammar: Parts of Speech
- Business Grammar: Working with Words
- Business Grammar: The Mechanics of Writing
- Business Grammar: Punctuation
- Business Grammar: Sentence Construction
- Business Grammar: Common Usage Errors
- Final Exam: Business Grammar Basics



## **Interpersonal Communication**

- Interpersonal Communication: Communicating with Confidence
- Interpersonal Communication: Targeting Your Message
- Interpersonal Communication: Listening Essentials
- Interpersonal Communication: Communicating Assertively
- Interpersonal Communication: Being Approachable
- Effective Interpersonal Communications Simulation
- Final Exam: Interpersonal Communication

## **Workplace Conflict**

- Workplace Conflict: Recognizing and Responding to Conflict
- Workplace Conflict: Strategies for Resolving Conflicts

## **Fundamentals of Working with Difficult People**

- Working with Difficult People: Identifying Difficult People
- Working with Difficult People: How to Work with Aggressive People
- Working with Difficult People: How to Work with Negative People
- Working with Difficult People: How to Work with Procrastinators
- Working with Difficult People: How to Work with Manipulative People
- Working with Difficult People: How to Work with Self-serving People
- Working with Difficult People: Dealing with Micromanagers

## **Negotiation Essentials**

- Negotiation Essentials: What Is Negotiation?
- Negotiation Essentials: Planning for Negotiation
- Negotiation Essentials: Communicating
- Negotiation Essentials: Persuading
- Negotiation Essentials: Avoiding Pitfalls in Negotiations
- Conducting a Successful Negotiation Simulation
- Location Does Matter

## **Emotional Intelligence Essentials**

- What is Emotional Intelligence?
- Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
- Using Emotional Intelligence on the Job
- Emotional Intelligence at Work Simulation

## **Fundamentals of Cross Cultural Communication**

- Culture and Its Effect on Communication
- Communicating Across Cultures
- Improving Communication in Cross-cultural Relationships

## **DEVELOP EFFECTIVE BUSINESS COMMUNICATION**

### **Getting Results without Direct Authority**

- Getting Results without Direct Authority: Building Relationships and Credibility
- Getting Results without Direct Authority: Persuasive Communication
- Getting Results without Direct Authority: Reciprocity
- Getting Results without Direct Authority: Influencing Your Boss
- Influencing Key Decision Makers
- Influence and Persuasion

### **Listening Essentials**

- Listening Essentials: The Basics of Listening
- Listening Essentials: Improving Your Listening Skills
- Final Exam: Listening Essentials

### **Constructive Feedback and Criticism**

- Giving Feedback
- Giving Constructive Criticism
- Receiving Feedback and Criticism

### **Anger Management Essentials**

- Understanding Anger
- Managing and Controlling Anger

### **Communicating Effectively with the 'C' Level**

- Preparing to Communicate Effectively at the 'C' Level
- Techniques for Communicating Effectively with Senior Executives

## **Running Effective Business Meetings**

- Preparing for Effective Business Meetings
- Managing Effective Business Meetings
- Dealing with Common Meeting Problems

## **Basic Presentation Skills**

- Planning a Presentation
- Creating a Presentation
- Delivering a Presentation

## **Communicate with Diplomacy and Tact**

- The Impact of Situation and Style When Communicating with Diplomacy and Tact
- Strategies for Communicating with Tact and Diplomacy
- Delivering a Difficult Message with Diplomacy and Tact

## **Professional Networking Essentials**

- Finding Opportunities to Make Connections
- Developing Confidence

## **Writing Skills for Technical Professionals**

- Preparing and Planning
- Effective Writing Techniques
- Improving your Technical Writing Skills

## **Communicating with Impact**

- Interpersonal Communication that Builds Trust
- Communication Methods that Make Sense – and Make your Point
- Being a Receptive Communication Partner
- Communication Challenges: Navigating Choppy Waters

## **Workplace Conflict**

- Preventing Unhealthy Workplace Conflict
- Working Out and Through Conflict
- Adapting Your Conflict Style

## **Issue-focused Negotiation**

- Issue-focused Negotiation: Are You Ready?
- You and Your Negotiating Counterpart
- Reaching a Negotiated Agreement

## **Developing Your Emotional Intelligence**

- Owning Your Emotions
- Building Self-Management Skills
- Being Aware of the Emotions of Others
- Applying EI at Work

## **ADVANCED BUSINESS COMMUNICATION SKILLS**

### **Getting Results through Personal Power**

- Personal Power and Credibility
- Building Personal Power through Influence
- Influence Others with Political Savvy

### **How to Succeed in Listening**

- Be a Better Listener
- Roadblocks to Excellent Listening
- Active Listening Skills for Professionals
- Mastering Active Listening in the Workplace

### **Constructive Feedback**

- Feedback and Its Vital Role in the Workplace
- Delivering Feedback
- Receiving Feedback
- Making Feedback a Regular Occurrence

### **Engaging Others with Tact and Diplomacy**

- Diplomacy and Tact for Every Day
- Diplomacy and Tact in Challenging Situations
- Connecting with Others through Diplomacy and Tact
- Using Humor with Diplomacy and Tact

## **Working with Difficult People**

- Difficult People: Why They Act That Way and How to Deal with Them
- Difficult People: Can't Change Them, so Change Yourself
- Difficult People: Strategies to Keep Everyone Working Together
- Coping with Aggressive Behavior in the Workplace
- Blame Backfires – Conquer Negative Thinking
- Reacting to Co-Workers Who Try Taking Advantage

## **Managing and Controlling Anger**

- The Essentials for Anger Management

## **Cross-Cultural Communication**

- How Culture Impacts Communication
- Using Communication Strategies to Bridge Cultural Divides
- Communicating with a Cross Cultural Audience
- Dispute Resolution in International Contracts

## **Communicating with Senior Executives**

- Capturing the Attention of Senior Executives

## **Effective Business Meetings**

- Planning Meetings Fit for Purpose
- Running Meetings in Better Directions
- When Too Many Meetings Are Just Too Much
- Making Meetings Work
- Managing Meetings for Productivity and Effectiveness

## **Effective Business Writing**

- Audience and Purpose in Business Writing
- Clarity and Conciseness in Business Writing
- Editing and Proofreading Business Documents
- Writing for Business
- Written Communication

## **Writing a Business Case**

- Developing an Effective Business Case

## **Using E-mail Effectively in the Workplace**

- Writing Effective Emails and Instant Messages
- Sending Emails to the Right People
- Organizing Your Email

## **Essential Skills for Professional Telephone Calls**

- Keeping Business Calls Professional

## **Practical Grammar for Business Writing**

- Using the Parts of Speech
- Getting the Details Right: Spelling Basics
- Abbreviating, Capitalizing, and Using Numbers
- Using Punctuation Marks
- Creating Well-Constructed Sentences
- Troublesome Words and Phrases: Common Usage Mistakes in Writing

## **SUCCEED WITH EXPERT COMMUNICATION SKILLS**

### **Making the Most of Your Presentations**

- Planning an Effective Presentation
- Building Your Presentation
- Ensuring Successful Presentation Delivery
- Handling Difficult Questions as a Presenter

### **Skills for Communication Success**

- The Art and Science of Communication
- Making an Impact with Non-verbal Communication
- Trust Building through Effective Communication
- Choosing the Right Interpersonal Communication Method to Make Your Point
- Become a Great Listener
- Do We Have a Failure to Communicate?
- Making Yourself Approachable

- Asserting Yourself in the Workplace

## **Developing Your Listening Skills**

- Listening Even When It's Difficult to Listen
- Using Active Listening in Workplace Situations
- Listening to Improve Conversation
- Effective Listening
- Listening with Skill

## **Developing Effective Negotiation Skills**

- The First Step in Negotiation
- Negotiating the Best Solution
- Effective Body Language in Negotiations
- Vendor Negotiations: Choosing the Best Approach
- Tailoring your Negotiation Approach

## **The Art of Feedback**

- Polishing Your Feedback Skills
- Gaining a Positive Perspective on Feedback
- Criticism in Context
- Giving Appropriate Feedback
- Giving Feedback to Coworkers

## **Dealing with Workplace Conflict**

- The Many Approaches to Facing Workplace Conflict
- Facing and Resolving Conflict in the Workplace
- Confrontation: What's the Best Approach
- Personal Conflict Styles
- Coping with Accusations in the Workplace
- Managing Conflict
- Manager to Manager Conflict
- Conflict: Avoid, Confront, or Delay?
- Meeting the Challenge of Workplace Conflict

## **Achieving Emotional Intelligence**

- Navigating Your Own Emotions
- Navigating Other People's Emotions
- Navigating the Workplace with Emotional Intelligence
- How High is your EQ?

- Emotional Intelligence at Work

## **Communicating Tactfully and Diplomatically**

- Acting with Diplomacy and Tact
- Navigating Challenging Situations with Diplomacy and Tact

## **Storytelling Basics**

- Fundamentals of Business Storytelling



# FINANCE AND ACCOUNTING

5 Weeks

## **Finance and Accounting for Non-Financial Professionals**

- Principles of Accounting and Finance for Non-Financial Professionals
- Cash Flow Management Essentials for Non-Financial Professionals
- The Time Value of Money and Investment Decisions for Non-Financial Professionals
- The Essentials of Budgeting for Non-Financial Professionals
- Financial Statements for Non-Financial Professionals
- Analyzing Financial Statements for Non-Financial Professionals
- Depreciation Methods
- Recognizing the Value of Intangible Assets

## **Accounting Fundamentals**

- Basic Accounting Principles and Framework
- The Accounting Equation and Financial Statements
- The Accounting Cycle and Accrual Accounting
- Accounting Transactions and Books of Account
- Trial Balance and Adjusting Entries
- The Income Statement
- The Balance Sheet
- The Cash Flow Statement
- Accounting for Companies' Stock Transactions and Dividends
- Accounting for Sales Returns
- Final Exam: Accounting Fundamentals

## **Budgeting Essentials**

- Organizational Budgeting Activities and the Master Budget
- Planning and Preparing an Operating Budget
- Preparing Operating Budgets and the Cash Budget
- Using Budgets for Management and Control
- Final Exam: Budgeting Essentials

## **Auditing Essentials**

- Introduction to Auditing
- Auditing for Internal Control and Risk Management
- Auditing the Revenue Cycle
- Auditing for Cash and Inventories
- Using Audits to help Prevent Business Fraud
- Establishing the role of the Audit Department
- Final Exam: Auditing Essentials

## **Capital Budgeting Essentials**

- The Capital Budgeting Process
- Net Present Value and Internal Rate of Return
- Discounted Payback Period and Profitability Index
- Capital Allocation
- Final Exam: Capital Budgeting Essentials

## **Accounting for Non-Financial Professionals**

- Basic Accounting Concepts for Non-Financial Professionals
- Basic Budgeting for Non-Financial Professionals
- Comprehending Financials: A Guide to Financial Statements
- Financial Statement Analysis for Non-Financial Professionals
- Increasing Cash Flow in Times of Need
- Attracting New Investors – Keeping Presentations Focused
- What’s Your Gross Profit Margin Really Saying?
- Recognizing the Value of Intangible Assets
- Recession: How it Affects Business
- Assessing Nonrecurring Items in Income Statements
- The Time Value of Money: Possible Pitfalls
- Using Financial Analysis for Credit Decisions

## **Accounting Basics**

- Key Accounting Concepts and Principles
- Recording, Posting, and Balancing the Books
- Preparing Financial Statements and Closing Accounts
- Accounting for Stock Transactions
- Outsourcing Financial Activities
- Deconstructing the Balance Sheet

## **Cost Consciousness in the Workplace**

- Focusing on the Bottom Line as an Employee
- Managing with a Cost-control Mindset

# HUMAN RESOURCES

9 Weeks

## *An Introduction to Human Resources*

### **Recruiting and Retention Strategies**

- Recruiting Talent
- Retaining your Talent Pool
- Creating a High-Retention Organizational Culture Simulation
- Employer Branding
- Devising an Effective Corporate Wellness Program
- Addressing Attrition in High Performance Team
- Final Exam: Recruiting and Retention Strategies

### **Essential of Interviewing and Hiring**

- Screening Applicants for Interviewing
- Preparing to Interview
- Conducting an Effective Interview
- Behavioral Interview Techniques
- Selecting the Right Candidate
- Screening Applicants for Emotional Intelligence
- Final Exam: Essential of Interviewing and Hiring

### **The Role of HR as a Business Partner**

- From Cost Center to Strategic Partner
- Linking HR Functions to Organizational Goals
- Managing Talent for Organizational Success
- Using Metrics and Designing Strategic Initiatives
- Final Exam: The Role of HR as a Business Partner

### **Organizational Behavior**

- Fundamentals of Organizational Behavior for the Individual
- Fundamentals of Organization – Groups
- Understanding Organizational Power and Politics
- Organizational Structure and Employee Behavior
- Organizational Behavior: Dynamics of a Positive Organizational Culture
- Final Exam: Organizational Behavior

## *Human Resource Certification Institute (HRCI) PHR and SPHR Certifications*

### **Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)**

- Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
- Human Resources Core Knowledge: Skills, Concepts, and Tools
- Human Resources Core Knowledge: Functions and Activities

### **Business Management and Strategy (HRCI: PHR/SPHR-aligned)**

- Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
- Business Management and Strategy: The HR Function and Business Environment
- Business Management and Strategy: HR and the Strategic Planning Process
- Business Management and Strategy: HR Functions and Roles

### **Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)**

- Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
- Workforce Planning and Employment: Employment Legislation
- Workforce Planning and Employment: Recruitment Strategies
- Workforce Planning and Employment: Sourcing and Selecting Candidates
- Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies

### **Human Resource Development (HRCI: PHR/SPHR-aligned)**

- Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
- Human Resource Development: Regulations and Organizational Development
- Human Resource Development: Employee Training
- Human Resource Development: Performance Appraisal and Talent Management

### **Compensation and Benefits (HRCI: PHR/SPHR-aligned)**

- Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
- Compensation and Benefits: Regulations, Strategies, and Needs Assessment
- Compensation and Benefits: Managing Policies, Programs, and Activities
- Compensation and Benefits: Organizational Responsibilities

### **Employee and Labor Relations (HRCI: PHR/SPHR-aligned)**

- Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
- Employee and Labor Relations: Employment Regulations and Organizational Programs
- Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
- Employee and Labor Relations: Unions and Collective Bargaining

### **Risk Management (HRCI: PHR/SPHR-aligned)**

- Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
- Risk Management: Organizational Risk and Safety and Health Legislation

- Risk Management: Workplace Safety, Security, and Privacy

### **Strategic Human Resource Management (HRCI: SPHR-aligned)**

- Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
- Strategic HR for SPHR Exam Candidates Part I
- Strategic HR for SPHR Exam Candidates Part II

## *Society for Human Resource Management (SHRM) CP and SCP Certifications*

### **SHRM-CP/SCP: HR Competencies**

- HR Competencies: Leadership and Ethical Practice
- HR Competencies: Business Acumen and Relationship Management
- HR Competencies: Consultation and Critical Evaluation
- HR Competencies: Global and Cultural Effectiveness and Communication

### **SHRM-CP/SCP: Management of People**

- Management of People: Talent Acquisition and Retention
- Management of People: Employee Engagement
- Management of People: Learning and Development
- Management of People: Total Rewards

### **SHRM-CP/SCP: Organization and the HR Function**

- Organization and HR: Structure of the HR Function
- Organization and HR: Organizational Effectiveness and Development
- Organization and HR: Workforce Management and Using Technology and Data
- Organization and HR: Employee Relations

### **SHRM-CP/SCP: Workplace Management and HR**

- Workplace Management: Global HR, Diversity, and Inclusion
- Workplace Management: Risk Management
- Workplace Management: Corporate Social Responsibility
- Workplace Management: Employment Laws and Regulations

### **SHRM-CP/SCP: HR Strategy Management**

- Human Resource Strategy Management: Strategic Planning
- Human Resource Strategy Management: Business and HR Strategy

### **SHRM- SCP: HRM for Senior HR Professionals**

- Advanced HR Management: Competencies for Senior HR Professionals Part I
- Advanced HR Management: Competencies for Senior HR Professionals Part II
- Advanced Human Resources Management: People and Organization

- Advanced Human Resources Management: Workplace and HR Strategy

## *Human Resource Strategies*

### **Recruiting, Screening, and Onboarding Effectively**

- Ensuring Onboarding Success
- Hitting the Recruitment Bull's-eye
- Applicant Screening: The First Step in Hiring the Best
- Guarding Against Interviewing Biases
- Conducting Interviews: Asking the Right Questions
- Creating a Compelling Job Description
- Hiring Strategic Thinkers
- Hiring a New Employee
- Fringe Benefits: Maintaining a Competitive Hiring Advantage
- Aligning Recruitment to job Requirements
- Preventing High Turnover Rates: How to Keep the Best
- Disciplines of Organizational Learning: Personal Mastery
- Surviving the Talent Crunch

### **Hiring Strategic Thinkers**

- Planning for Skills Needs and Managing Performance
- Building Career Development Programs and Succession Planning
- Implementing Transformational HR
- Individual Behavior in Organizations

# PERSONAL DEVELOPMENT

14 Weeks

## BASICS IN PERSONAL CAREER DEVELOPMENT

### **Doing Business Professionally**

- Working for Your Inner Boss: Personal Accountability
- Managing from Within: Self-empowerment
- Goals and Setting Goals
- Creating a Positive Attitude
- Pursuing Successful Lifelong Learning
- Reframing Negative Situations
- Doing Business Professionally Simulation

### **Optimizing Your Work/Life Balance**

- Analyzing Your Life Balance
- Maintaining Your Life Balance
- Taking Control of Your Stress
- Employee Exhaustion: Managing a Well-Balanced Workload
- Creating Work/Life Balance
- Balancing Your Responsibilities Simulation

### **Diversity on the Job**

- The Importance of Diversity and the Changing Workplace
- Diversity and You
- Developing Workplace Diversity Awareness Simulation
- Instituting a Dress Code
- Workplace Diversity: Assessing Your Organization

### **Telecommuting and the Remote Employee**

- Maximizing Productivity as a Remote Employee
- Communication Strategies for the Remote Employee

### **Generating Creative & Innovative Ideas**

- Enhancing Your Creativity
- Maximizing Team Creativity
- Verifying and Building on Ideas

## **Managing Your Career**

- Creating a Plan
- Getting on the Right Track
- Professional Networking Essentials
- You and Your Boss
- Leveraging the Performance Appraisal
- Managing Your Relationship with Your Boss Simulation

## **Effective Time Management**

- Analyzing Your Use of Time
- Planning and Prioritizing Your Time
- Avoiding Time Stealers

## **Problem Solving and Decision-Making Strategies**

- Problem Solving: The Fundamentals
- Problem Solving: Determining and Building Your Strengths
- Problem Solving: Digging Deeper
- Decision Making: The Fundamentals
- Decision Making: Tools and Techniques
- Decision Making: Making Tough Decisions

## **Dealing with Organizational Change**

- Understanding Organizational Change
- Preparing for Organizational Change
- Embracing Organizational Change

## **Critical Thinking Essentials**

- What Is Critical Thinking?
- Applying Critical Thinking Skills

## **Building and Maintaining Trust**

- Building Trust
- Rebuilding Trust
- Rebuilding Trust



## **Personal Productivity Improvement**

- Managing Your Workspace
- Self-organization and Overcoming Procrastination
- Managing Tasks and Maximizing Productivity

## **CRITICAL PERSONAL MANAGEMENT IN BUSINESS**

### **Peer Relationships**

- The Value of Peer Relationships
- Developing Strategic Peer Relationships in Your Organization
- Forming Peer Relationships and Alliances at Work

### **Business Ethics**

- Introduction to Workplace Ethics
- Developing a Code of Ethical Conduct
- Ethical Decision-making in the Workplace
- Ethical Self-Promotion

### **Living and Working Abroad in the United States**

- American Work Culture and Values
- Key Aspects of the American Work Environment
- Communicating Successfully in the American Workplace
- Succeeding in the American Workplace

### **Interviewing Strategies for the Interviewee**

- Preparing for an Internal Interview
- Making a Positive Impression in an Internal Interview

### **Campus to Corporate**

- Meeting New Expectations
- Developing a Professional Image

### **Public Speaking Strategies**

- Preparing Effective Speeches

- Confident Public Speaking

## **Performance under Pressure**

- Developing the Right Attitude for Performing under Pressure
- Taking Action for Performing under Pressure
- Performing with Others under Pressure

## **Business Etiquette and Professionalism**

- Developing Your Reputation of Professionalism with Business Etiquette
- Professionalism, Business Etiquette, and Personal Accountability
- Communicating with Professionalism and Etiquette
- Using Business Etiquette to Build Professional Relationships
- Business Etiquette in Introductions

## **Perseverance and Resilience**

- Developing Character for Perseverance and Resilience
- Achieving Goals through Perseverance and Resilience
- Bouncing Back with Perseverance and Resilience
- Persevering through Setbacks

## **Decisiveness**

- Developing Character for Decisiveness
- Overcoming the Barriers to Decisiveness

## **Writing Under Pressure**

- Preparing for Success
- The Writing Process

## **Problem Solving and Decision Making**

- Framing the Problem
- Generating and Evaluating Alternatives
- Making and Carrying Out Tough Decisions

## **Thinking Critically**

- Coming to Terms with Assumptions
- Getting Your Arms around Arguments
- Drawing Conclusions with Confidence

## **Perseverance at Work**

- Forging Ahead with Perseverance and Resilience
- Reaching Goals Using Perseverance and Resilience
- Perseverance: Flexibility in Action

## **Building, Rebuilding and Sustaining Trust**

- The Building Blocks of Building Trust
- The Fruits of Integrity: Building Trust at Work

## **Improving Your Work/Life Balance**

- Taking Stock of Your Work/Life Balance
- Staying Balanced in a Shifting World
- Take a Deep Breath and Manage Your Stress
- Managing Workplace Stress

## **ADVANCED CAREER MANAGEMENT SKILLS**

### **Navigating through Organizational Change**

- Organizations Change So Get Ready
- Redefining Yourself after Organizational Change
- Managing the Stress of Organizational Change
- The Importance of Flexibility in the Workplace
- Developing Organizational Agility

### **Improving Your Personal Productivity**

- Organize Your Physical and Digital Workspace
- Avoid Procrastination by Getting Organized Instead
- Maximize Your Productivity by Managing Time and Tasks
- Achieve Productivity in Your Personal Life

### **Polishing Your Professional Edge**

- Becoming an Accountable Professional
- Becoming Your Own Best Boss
- Becoming More Professional through Business Etiquette
- Developing a Personal Accountability Framework
- Safe Small Talk
- Broadening Your Learning Horizons

- Managing Goals
- Targeting Personal Learning

### **360 Degree Relationships**

- Cultivating Relationships with Your Peers
- Building Your Professional Network
- Building Rapport with Your Boss
- Peer Political Styles
- Building Better Relationships through Understanding
- Building Peer Relationships

### **Diversity on the Job**

- Bridging the Diversity Gap
- Your Role in Workplace Diversity
- Understanding Workplace Diversity
- Managing Diversity

### **Performing Under Pressure**

- Managing Pressure and Stress to Optimize Your Performance

### **Managing Your Career**

- Developing your Career
- Developing a Plan to Further Your Career
- Getting Your Career on the Right Track
- Using Performance Appraisals to Advance Your Career
- Conquering Career Stagnation
- Building and Managing Upward Relationships
- Planning Your Career
- Exploring Self-Development

### **Business Ethics Essentials**

- Developing Your Business Ethics
- Office Politics – What Will You Do?
- Ethics, Integrity and Trust
- The Ethics Enigma

## **Public Speaking Strategies**

- Writing and Preparing an Effective Speech
- Conquering the Challenges of Public Speaking

## **Creativity in the Workplace**

- Unleashing Personal and Team Creativity
- Verifying and Building on Creative Ideas
- Getting Ready to Present

## **Time Management**

- Too Much to Do and Too Little Time
- Quit Making Excuses and Make Time Instead
- Ready, Set...FOCUS!
- Aligning Goals and Priorities to Manage Time
- Make the Time You Need: Get Organized
- The Art of Staying Focused
- Coping with Information Overload
- Prioritizing Personal and Professional Responsibilities
- Planning for Interruptions Helps With Procrastination
- Setting and Managing Priorities
- Coping with Conflicting Priorities
- Setting Goals
- Getting Time Under Control
- The Dangers of Multitasking

## **SUCCESS IN PERSONAL CAREER DEVELOPMENT**

### **Discovering Your Strengths**

- Uncovering and Utilizing Your Talents and Skills
- Self-improvement for Lifelong Success
- Establishing Self-confidence for Life

### **Overcoming Procrastination**

- Procrastination: Admitting it is the First Step
- Beating Procrastination by Boosting Your Creativity and Drive

## **Improving Your Memory**

- Improving Your Memory Skills

## **Improving Your Reading Speed**

- Improving Your Reading Speed and Comprehension

## **Unconscious Bias**

- Understanding Unconscious Bias
- Overcoming Your Own Unconscious Biases
- Overcoming Unconscious Bias in the Workplace

## **Facing Problems and Making Decisions**

- Getting to the Root of a Problem
- Defining Alternative Solutions to a Problem
- Choosing and Using the Best Solution
- Playing the Devil's Advocate in Decision Making
- Turning Problems Around with Reverse Brainstorming
- Uncovering the Root Problem
- Problem Solving: Process, Tools, and Techniques
- Decisions: Making the Right Move
- Managing Projects with no Direct Authority
- Ensuring Management Buy-in on a Project
- Managing Conflict in Project Team
- Managing Scope on a Project
- Weighing the Costs of Project Change
- Managing Vendor Relationships
- Anticipating and Solving Problems as a Project Champion
- Addressing Stakeholder Conflicts
- Portfolios, Programs, and Projects: What's the Difference?
- Controlling Project Cost
- Project Management Essentials
- Supporting Project Managers

## **Developing Your Critical Thinking Skills**

- Confronting Your Assumptions
- Investigating Arguments
- Reaching Sound Conclusions
- Critical Thinking

- Applying your Best Thinking

## **Creating Lasting Organizational Change**

- Facilitating Sustainable Change
- Moving Forward with Change Planning
- Making Change Stick
- Communicating Properly During Layoffs
- Involving Employees in Corporate Change
- Communicating Organizational Change
- Beyond Change: Working with Agility
- Developing People
- Instituting a Quality Improvement Program

# SIX SIGMA GREEN BELT AND BLACK BELT CERTIFICATIONS

10 Weeks

## SIX SIGMA BLACK BELT CERTIFICATION

### 6 $\sigma$ and the Organization

- Organizational Goals
- Lean Principles and Projects
- Design for Six Sigma and FMEA

### Define

- Project Identification
- Voice of the Customer
- Basics of Project Management
- Management and Planning Tools
- Performance Metrics
- Project Team Dynamics and Performance

### Measure

- Process Documentation and Analysis
- Basic Probability and Statistical Distributions
- Data Classification, Sampling, and Collection
- Statistics and Graphical Presentation
- Measurement System Analysis
- Process and Performance Capability Measurement

### Analyze

- Multi-vary Studies, Correlation, and Linear Regression
- Introduction to Hypothesis Testing and Tests for Means
- Hypothesis Tests for Variances and Proportions

### Improve

- Design of Experiments
- Root Cause Analysis and Waste Elimination
- Cycle Time Reduction and Kaizen

### Control

- Statistical Process Control and Control Plans
- Creating and Using Control Charts
- Lean Tools for Process Control



**Mentoring Six Sigma Green Belt (SSGB)**  
**TestPrep Six Sigma Green Belt (SSGB)**

## SIX SIGMA BLACK BELT CERTIFICATION

### **Organization-wide Planning and Deployment**

- Fundamentals of Lean and Six Sigma and their Applications
- Project Selection, Roles, and Responsibilities
- Strategic Planning and Deployment

### **Organizational Process Management and Measures**

- Impact on Stakeholders and Benchmarking
- Using Business and Financial Measures

### **Team Management**

- Team Dynamics, Roles, and Success Factors
- Team Facilitation and Leadership
- Team Dynamics and Training

### **Define**

- Determining Requirements by Listening to the Voice of the Customer
- Business Case, Project Charter, and Tools

### **Measure**

- Process Flow Metrics and Analysis Tools
- Data Types, Sampling, Collection, and Measurement
- Measurement Systems and Metrology
- Using Basic Statistics and Graphical Methods
- Probability and Probability Distributions
- Determining Process Performance and Capability

### **Analyze**

- Measuring and Modeling Relationships between Variables
- Basics of Hypothesis Testing and Tests for Means
- Tests for Variances and Proportions, ANOVA, and Goodness-of-fit
- Multivariate Tools and Nonparametric Tests
- FMEA and Other Non-Statistical Analysis Methods

### **Improve**

- Understanding DOE and Planning Experiments
- Designing, Conducting, and Analyzing Experiments
- Lean Improvement Methods and Implementation Planning

## **Control**

- Statistical Process Control (SPC) and Control Charts
- Using Lean Control Tools and Maintaining Controls
- Sustaining Improvements

## **Design (DFSS)**

- Common DFSS Methodologies, Design for X, and Robust Designs

# Networking Fundamentals

## SOCIAL NETWORKING

4 Weeks

### Social Networking Technology and Security Fundamentals

- Social Networking for Users

### Yammer for Business Users

- Using Yammer

### Getting the Most From Social Networking

- Social Networking Fundamentals
- Social Networking Services, Strategy, and Management

### Buffer for Business Users

- Sign-In and Account Creation
- Managing Social Media Activity

### Flickr for End Users

- Sign-In and Setup
- Photo Storage Tools
- Organizing Photos & Creating Albums
- Editing Photos
- Interacting with the Community

### Facebook for Web

- Sign-In and Setup
- Finding and Interacting with Friends
- Using the News Feed
- Posting Updates
- Photo Tools
- Group Tools
- Creating and Managing Pages
- Creating and Organizing Events
- Private Communication Tools
- Privacy and Security Settings

## **Facebook Messenger**

- Sign-In and Setup
- Communication and Connections
- Using Messenger on the Web

## **YouTube for Web**

- Searching and Viewing Videos
- Publishing Videos and Managing Channels
- Creating and Editing Videos

## **Tumblr for Web**

- Getting Started with Blogs
- Blog Authoring Tools
- Finding Blogs

## **LinkedIn for Web**

- Setting Up a Profile
- Managing Contacts and Connections
- Posting Updates and Messages
- Using Networking Tools
- Using Groups
- Configuring an Account

# **CLOUD COMPUTING**

1 Week

## **Cloud Computing for Business Professionals**

- Introducing Cloud Computing
- Moving Business Services into the Cloud

# NETWORKING, INTERNETWORKING & SECURITY TECHNOLOGIES

3 Weeks

## IT Security for End Users

- IT Security Fundamentals
- Using Corporate Devices Securely
- Secure Corporate Communications and Networking

## Securing User Accounts

- Fundamental Security Concepts
- Authorization, Registration and Passwords
- Logon, Logoff, Account Changes, and Attack Mitigation

## Exploring Security Trends

- Attack Vectors and Mitigation
- Vulnerabilities and Exploits

## Foundations of Android Security

- Android Architecture, Protection, and Development Best Practices
- Android Security Vulnerabilities, Testing, and Enterprise Considerations

## Foundations of iOS Security

- iOS Security Architecture and Application Data Protection
- Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices

## Cryptography Fundamentals

- Cryptography Fundamentals: Defining Cryptography
- Cryptography Fundamentals: Applying Cryptography

## Securing Mobile Devices in the Enterprise

- Securing Mobile Devices in the Enterprise: Mobile Security Threats
- Securing Mobile Devices in the Enterprise: Mobile Security Technologies
- Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation
- Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security

# Advanced Business Skills

## MANAGEMENT

12 Weeks

### MANAGEMENT FUNDAMENTALS

#### **MGM201IL The Fundamentals of Business Crises Management**

- Is Your Company Prepared for a Crisis?

#### **MGM211IL Managing Organizational Change**

- Understanding Change
- Building Positive Support for Change
- Dealing with Resistance to Change
- Sustaining Organizational Change

#### **MGM221IL Business Coaching Essentials**

- Getting Ready to Coach
- Conducting Coaching Sessions
- Building the Coaching Relationship
- Using Different Coaching Styles

#### **MGM231IL Management Essentials**

- Directing Others
- Delegating
- Developing Your Direct Reports
- Confronting Difficult Employee Behavior
- Managing a Diverse Team
- Treating Your Direct Reports Fairly
- Caring about Your Direct Reports

#### **MGM233IL First Time Manager Essentials**

- Understanding a Manager's Role
- Challenges
- Meeting Expectations
- Adopting the Appropriate Management Style

### **MGM241IL Performance Appraisal Essentials**

- Planning for Appraisals
- Conducting Traditional Appraisals
- 360-degree Appraisals
- Selecting the Appropriate Performance-appraisal Method

### **MGM235IL Talent Management Essentials**

- Basics
- Planning
- Acquiring Talent
- Developing and Engaging Talent
- Retaining Talent

### **MGM251IL Essentials of Managing Technical Professionals**

- Transitioning from Technical Professional to Management
- Strategies for Transitioning to Technical Management
- Managing Technical Professionals

### **MGM261IL Workforce Generations**

- Introduction to Cross-generational Employees
- Working with a Multigenerational Team
- Working with the 21st-century Generation Mix

## **INTERMEDIATE MANAGEMENT SKILLS**

### **MGM301IL Managing Experts**

- Meeting the Needs of Your Experts
- Overcoming Challenges When Managing Experts

### **MGM311IL Advanced Management Skills**

- Developing a High-performance Organization
- Cross-functional Strategic Management
- Managing for Rapid Change and Uncertainty
- Managing High Performers
- Managing New Managers
- Managing Experienced Managers



- Assessing Employees for Cultural Adaptability
- Considering Key Features of a Policy and Procedure Manual

### **MGM321IL Strategies for Successful Employee On-boarding**

- An Introduction
- Getting Started
- Assessing Program Success

### **MGM331IL Managing during Difficult Times**

- Communicating during Difficult Times
- Managing Resources during Difficult Times
- Managing Attitudes during Difficult Times

### **MGM341IL Dismissing an Employee**

- Preparing to Dismiss an Employee
- Managing the Dismissal of an Employee

### **MGM351IL Delegation Essentials**

- An Introduction to Delegating
- The Delegation Process
- Overcoming Delegation Problems

### **MGM361IL Business Execution**

- Understanding the Fundamentals
- Crafting a Business Strategy that Executes
- Linking Strategy to People and Operations
- Monitoring and Evaluating Initiatives
- Pave your own path

### **MGM371IL Essential Mentoring Techniques**

- Mentoring Fundamentals
- Designing and Initiating Mentoring Programs
- Building and Maintaining Mentoring Relationships
- Evaluating and Ending the Mentoring Program

### **MGM401IL Thinking Like a CFO**

- Mind-set and Financial Priorities
- Making Financial Decisions
- Preparing and Presenting a Business Case
- Managing Risk

## ADVANCED MANAGEMENT SKILLS

### **MGM402IL Essentials of Facilitating**

- Using Facilitation Skills as a Manager
- Facilitating Collaborative Processes
- Challenges of Facilitating

### **MGM411IL Effectively Managing Top Performers**

- Engaging Top Performers
- Retaining Top Performers
- Overcoming Challenges of Managing Top Performers

### **MGM421IL Managing Problem Performance**

- Recognizing and Diagnosing Problem Performance
- First Steps for Turning Around a Performance Problem
- Using Progressive Discipline to Correct Problem Performance
- Preventing Problem Performance

### **MGM423IL Difficult Conversations**

- Preparing for a Difficult Conversation
- Having a Difficult Conversation
- Handling Difficult Conversations Effectively

### **MGM431IL Performance Management**

- Planning for Performance
- Monitoring and Improving Performance
- Reviewing and Rewarding Performance

### **Coaching for Results**

- Beginning Your Coaching Engagement
- Coaching Techniques that Drive Change
- Coaching to Drive Performance

## **Effective Delegation**

- Achieve Your Objectives through Effective Delegation
- The Delegation Process
- Successful Delegation: Supervise and Encourage
- Use Delegation to Develop Your Team

## **First Time Manager Essentials**

- The Reality of Being a First-time Manager
- Facing Challenges as a First-time Manager
- Managing Fairly
- Acting Decisively
- Employee Dismissal
- Making the Move Into Management

## **Managing Employee Performance**

- Keeping Top Performers Challenged
- Planning an Effective Performance Appraisal
- Creating a Plan for Performance Management
- Detecting and Dealing with Performance Problems
- Preparing for your Performance Appraisal
- Underperforming Employees – Now What?
- Managing Performance
- Attracting and Retaining Talent

## **SUCCESS WITH MANAGEMENT**

### **Advanced Management Techniques**

- Gauging Your Organization's High-performing Potential
- Managing for Cross-functionality
- Managing Your Company's Talent
- Managing the Unique Needs of Experts
- Fostering Mentoring Relationships
- Managing Top Performers is Always Easy...Right?
- Developing Adaptable Managers
- Employee Engagement
- Delivering Bad News Effectively
- Building Upward Relationships

### **Leveraging Key Management Techniques**

- Effectively Directing and Delegating as a Manager
- Managing Employee Development
- Facing the Management Challenges of Difficult Behavior and Diverse Teams
- Being a Fair and Caring Manager

### **Managing a Multigenerational Workforce**

- Maintaining a Cohesive Multigenerational Workforce
- Managing Multigenerational Employees
- Managing an Aging Workforce
- Developing the Next Generation
- Understanding the Motives of Millennials

### **Managing in Difficult Times**

- Being an Effective Manager When Times Are Tough
- Managing Motivation during Organizational Change
- How to Manage Difficult Conversations
- Demonstrating Accountability in a Crisis Situation
- Perseverance and Flexibility in Times of Crisis

### **Fostering Success through Coaching**

- Driving Change with Coaching
- Measuring and Sustaining a Coachee's Performance
- The Art of Effective Coaching
- Coaching
- Coaching to Shift Perceptions

### **Achieving Success through Delegation**

- Choosing and Preparing Your Delegate
- Getting What You Expect from Your Delegate
- Taking Your Team to the Next Level with Delegation
- Delegating Appropriate Tasks
- Developing Employees through Delegation

# LEADERSHIP

7 Weeks

## LEADERSHIP ESSENTIALS

- Motivating Employees
- Communicating Vision
- Building Your Influence as a Leader
- Leading with Emotional Intelligence
- Leading Business Execution
- Leading Innovation
- Leading Change
- Creating Your Own Leadership Development Plan
- Motivating Employees and Leading Change Simulation

## EMPLOYEE ENGAGEMENT / CREATING A POSITIVE WORK ENVIRONMENT

### ***Employee Engagement***

- The Benefits and Challenges of Engaging Employees
- Maintaining an Engaging Organization

### ***Creating a Positive Work Environment***

- Creating and Maintaining a Positive Work Environment

## DEVELOPING A CULTURE OF LEARNING

- Fundamentals of Organizational Learning
- Establishing the Conditions for a Learning Culture
- Developing Learning Practices
- Evaluating and Sustaining Organizational Learning

## EFFECTIVE SUCCESSION PLANNING

- Initiating Succession Planning
- Effective Succession Planning: Determining a Talent Pool for Key Positions
- Implementing and Assessing a Succession Planning Program
- Succession Planning
- Succession Planning and Management Programs

## MAKING CROSS-FUNCTIONAL TEAMS WORK

- Cross-functional Team Fundamentals
- Key Strategies for Managing Cross-functional Teams
- Managing Internal Dynamics in a Cross-functional Team

## SETTING AND MANAGING ORGANIZATIONAL PRIORITIES

- Setting and Managing Priorities within the Organization: Mission and Goals
- Setting and Managing Priorities within the Organization: Deciphering Priorities
- Setting and Managing Priorities within the Organization: Motivation
- Setting and Managing Priorities within the Organization: Communication
- Do You Share Your Organization's Values?

## THE VOICE OF LEADERSHIP

- The Voice of Leadership: Inspirational Leadership
- The Voice of Leadership: Self-assessment and Motivation
- The Voice of Leadership: Effective Leadership Communication Strategies
- The Voice of Leadership: The Power of Leadership Messaging

## LEADING ORGANIZATIONAL CHANGE

- The Keys to Sustainable Change
- Planning for Change
- Implementing and Sustaining Change

## DEVELOPING LEADERSHIP SKILLS

- Motivating Your Employees
- Communicating Vision to Your Employees
- Leading through Positive Influence
- Leveraging Emotional Intelligence
- Communicating a Shared Vision
- Motivating Human Behavior
- The Emotionally Intelligent Leader
- Crafting an Organizational Vision
- Leader as Motivator

## LEVERAGING LEADERSHIP TECHNIQUES

- Key Elements of Business Execution
- Building Innovation Cultures and Leaders
- Leading Your Team through Change
- Building a Leadership Development Plan
- Aligning Unit Goals and Imperatives
- Leading Teams through Change
- Knowing When to Take Leadership Risks
- Wanted – Innovation Leaders
- Developing a Business Execution Culture
- Leading Change
- Leading Innovation

## CREATING A POSITIVE ATMOSPHERE

- Establishing an Engaged Workforce
- Establishing a Positive Work Environment
- How Organizational Learning Drives Positive Change

## IMPROVING LEADERSHIP SKILLS

- Becoming an Inspirational Leader
- Assessing Your Own Leadership Performance

## WOMEN IN LEADERSHIP

- Gender and Leadership
- Choosing to Lead as a Woman
- Career and Family Challenges for Women Leaders

## LEADING VIRTUAL TEAMS

- Establishing Effective Virtual Teams
- Facing Virtual Team Challenges