Professional Foundations Certificate

Required Courses Total Hours: 7-13

Duration

Developing the Right Attitude for Performing under Pressure 1 hour

Being an Effective Team Member 1 hour

Customer Service Fundamentals: Building 1 hour
Rapport in Customer Relationships

Critical Thinking Essentials: Applying Critical Thinking Skills 1 hour

The Reasons Why Diversity Matters   1.5 hours

Choose One from Two Categories Below:

Business Communications:

Business Writing: Editing and Proofreading 1 hour

Business Writing: How to Write Clearly and Concisely 1 hour

Using E-mail and Instant Messaging Effectively 1 hour

Interpersonal Skills:

Communicating with Professionalism and Etiquette 1 hour

Emotional Intelligence: Being Aware of the Emotions of Others 30 minutes

Working with Difficult People: Identifying Difficult People 1 hour

Diversity on the Job: The Importance of Diversity and 1 hour
the Changing Workplace

Partnering with Your Boss 3 hours

Productivity:

Time Management: Analyzing Your Use of Time 1 hour

Personal Productivity: Self-organization and Overcoming 1 hour
Procrastination

Personal Productivity Improvement: Managing Your Workspace 1 hour

Career Development:

Behavior: Putting Your Best Foot Forward 4 hours

Get Your Career on the Fast Track 2.5 hours

Improving Your Image 3 hours