

Course Name	Lesson Name	Personal Effectiveness	Communicate	Work in Teams	Solve Problems	Adapt to Change
Self- Management - 10 Lessons (30 Min. Ea.) - 1 Lab (2 Hours) - Total Time = 7 hours	What It Means To Be Professional	●				
	Accountability	●				
	Set Personal Goals	●				
	Staying Motivated	●				
	Manage Time And Priorities	●				
	Personal Development	●				
	Manage Your Emotions	●	○	○		
	Managing Stress	●				○
	How To Deal With Ambiguity	○				●
	Make A Good First Impression	●				●
	Self-Management Experiential Lab					
Communicate Clearly - 10 Lessons (30 Min. Ea.) - 1 Lab (2 Hours) - Total Time = 7 hours	What is Effective Communication		●			
	Create Clear Messages		●			
	Proactive Listening		●			
	Communication Style		●			
	Overcoming Communication Barriers		●			
	Cross Cultural Communication		●	○		
	Effective E-mail		●			
	Communicating Virtually		●			
	Small Group Communication		●	○		
	Deliver Difficult Messages		●	○		
	Communicate Clearly Experiential Lab					
Teamwork - 10 Lessons (30 Min. Ea.) - 1 Lab (2 Hours) - Total Time = 7 hours	The Value of Workplace Relationships			●		
	Go Beneath the Surface			●		
	Trust is a Two Way Street			●		
	Mutual Accountability			●		
	Giving and Receiving Feedback		○	●		
	Show Appreciation		○	●		
	Being Assertive		●	○		
	Dealing with Passive and Aggressive			●		
	Collaboration			●		
	Virtual Collaboration			●		
	Teamwork Experiential Lab					
Thinking on Your Feet - 10 Lessons (30 Min. Ea.) - 1 Lab (2 Hours) - Total Time = 7 hours	The Value of Clear Thinking		●			
	Gather Good Information		●			
	Analyze the Information		●			
	Inference and Reasoning		●			
	Arguments and Conclusions		●			
	Thinking Styles		●			
	Avoid Thinking Traps		●			
	Applications of Clear Thinking		●			
	Evaluate and Prioritize Ideas		●			
	Move on From Conflict		●			
	Thinking on Your Feet Experiential Lab					
Problem Solving - 10 Lessons (30 Min. Ea.) - 1 Lab (2 Hours) - Total Time = 7 hours	Define The Problem/Opportunity				●	
	Problem Solving Fundamentals				●	
	Root Cause Analysis				●	
	Appreciative Inquiry				●	
	Innovation Thinking				●	
	Creative Thinking				●	
	Generate Solutions				●	
	Testing the Solution				●	
	Overcome Challenges				●	
	Recognize The Opportunity				●	
	Problem Solving Experiential Lab					

Time to Complete the 5 Certification Courses: 35 Hours (25 Hours Coursework / 10 Hours Experiential Labs)