

Business Professional Certification Program

A 5-Day *Hands-On* Workshop

Course Description: The program aims to improve the overall ability of workplace managers to more effectively utilize their resources. The program presents skill building modules that focus on the following core competencies: Professionalism, Communication, Business Writing, Customer Service, Conflict Management, Organization and Time Management, Management Skills, Critical Thinking and Decision-Making.

Who Should Attend: Managers, Supervisors, Team Leads and non-supervisors who lead team in the workplace. Business process improvement and professional acuity who are the foundation of this course.

Subjects Covered in this Workshop:

- Professionalism
- Communication
- Business Writing
- Customer Service
- Conflict Management
- Organization and Time Management
- Management Skills
- Critical Thinking and Decision-Making