



## **Business Professional Certification Program**

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### ***A 5-Day Hands-On Workshop***

This 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.

### **Subjects Covered in this workshop include—**

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