



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.

Air Force Competencies Addressed / Proficiency Levels

Employing Military Capabilities

Operational and Strategic Art
Unit, AF, Joint, and Coalition Capabilities
Non-Adversarial Crisis Response

Enterprise Perspective

Enterprise Structure and Relationships
Government Organization and Processes
Global, Regional, and Cultural Awareness
Strategic Communication

Managing Organizations and Resources

Resource Stewardship	Proficient
Change Management	Proficient
Continuous Improvement	Proficient

Strategic Thinking

Vision	Intermediate
Decision Making	Intermediate
Adaptability	Intermediate

Leading People

Develops and Inspires Others
Takes Care of People
Diversity

Fostering Collaborative Relationships

Builds Teams and Coalitions	Proficient
Negotiating	Proficient

Embodies Airman Culture

Ethical Leadership	
Followership	
Warrior Ethos	
Develops Self	Proficient



Communicating

Speaking and Writing
Active Listening

Intermediate
Proficient

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 include:

Professionalism

Communication

Business Writing

Customer Service

Conflict Management

Organization and Time Management

Management Skills

Critical Thinking and Decision-Making