

BUSINESS PROFESSIONAL CERTIFICATION

A 3 or 5 Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

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.

Learning Objectives & Topics Covered in this Workshop:

- Analyze organizational norms, trends and workplace processes
- Develop and deliver a professional presentation
- Develop conflict management plans
- Understand and Identify effective business communication techniques
- Practice critical thinking and decision-making techniques

Audience: This workshop is designed for government managers and leaders.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 23.0- 39.0

CEU Credits: 2.0- 3.4

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation: None

NASBA Program Level:

Intermediate

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Live Virtual Classroom

