



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 utilize their resources more effectively. 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 all government personnel.

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: 24.0 – 40.0

CEU Credits: 2.4 – 4.0

Suggested Program

Prerequisites: The Challenge of Leadership

Advanced Preparation:

None

NASBA Program Level:

Intermediate

NASBA Field of Study:

Personal Development

Delivery Method: Group Live

– Live Virtual Classroom

