

# LEADERSHIP (ZLDR)

## ZLDR-0145 Life Coach (Online)

54.5 CEUs

Life coaching is quickly becoming one of the most in-demand professional services. Life coaches work with clients to help them establish and achieve their professional goals and personal aspirations. This course will provide you with the skills you need to become a successful life coach. Through theoretical and practical applications, you will learn how to work with clients in every aspect of life. You will learn coaching fundamentals, including listening skills and the language of coaching. From there, you will go beyond the basics to learn how to work with individual clients to help them establish their personal and professional goals. When a student completes this course, they will be fully prepared to help individuals through one-on-one and group coaching.

Contact hours: 545

Not financial aid eligible.

## ZLDR-0149 Basic Management Skills (Online)

3.2 CEUs

Understanding how to transition into management is the goal of this course. It presents the skills needed to help you move into a management position along with key strategies to help you navigate the "management minefield" with ease. Learning how to deal with the pressures from peers and expectations of upper management are keys to being a good manager. Presented are methods for dealing with unruly employees, the role of office politics and listening techniques that can help you understand what your boss is expecting. The impact of effective management on corporate goals and profitability is also presented. This class is designed to empower your management capabilities.

Contact hours: 32

Not financial aid eligible.

## ZLDR-0155 Swagelok Effective Communication w/ Platinum Rule

0.4 CEUs

It's no secret that good leaders are also good communicators. The best leaders know that effective communication is as much about listening to others as it is about the words they speak. The importance of the exchange of information in the workplace makes effective communication skills a critical business tool and an essential employee attribute.

Contact hours: 4

Not financial aid eligible.

## ZLDR-0181 The 4 Essential Roles of Leadership: Execute Your Team's Strategy and Goals

0.4 CEUs

Long-lasting success in an organization is achieved through leaders who are disciplined and focused. Effective leaders use key processes, methods and procedures to meet their organizational goals. When executed well, these systems utilize and engage team members to consistently achieve results. In this course, participants will discover how to assess six core systems, align them to their team's strategy and implement the proven 4 Disciplines of Execution® process to achieve their team's most important goals.

Contact hours: 4

Not financial aid eligible.

## ZLDR-0182 Speed of Trust Foundations

0.8 CEUs

Trust plays a critical role in the credibility and performance of an organization. Fostering and sustaining the high trust of others requires specific behaviors. In this course, participants will learn the language of trust, as well as actions to build and maintain trust as leaders. Increasing trust will lead to a positive reputation, greater employee retention and improved results within your organization.

Contact hours: 8

Not financial aid eligible.

## ZLDR-0183 Team Excellence

0.4 CEUs

Organizations understand that every employee is valuable and contributes unique talents and experience to each project or task at hand. Comparatively, when employees come together as a team, the end result is typically even greater success — that is, when managers understand how create a collaborative and high-performing atmosphere. Effective collaboration not only helps increase the quality of results, but also the productivity. In this session, participants will learn to create synergy and team goals, cultivate accountability, and coordinate effective team-building activities, effectively allowing them to achieve high performance.

Contact hours: 4

Not financial aid eligible.

## ZLDR-0185 Ongoing Performance Management

0.4 CEUs

Ongoing performance development involves establishing a systematic process that managers can use to support employees. This process focuses on creating clear expectations for individual performance based on the organization's goals. The goal of this session is to help managers improve their people development skills by implementing a performance management system that helps every employee achieve their peak performance potential.

Contact hours: 4

Not financial aid eligible.

## ZLDR-0186 Coaching for Accelerated Performance

0.4 CEUs

Coaching for development recognizes the need for employees to feel committed to their work and helps managers and other leaders encourage individual performance as a means for increasing engagement and, ultimately, productivity. In this session, participants will learn the key elements of building a successful coaching relationship and how to best implement a coaching framework. They will also discover tools for assessing employee commitment levels to determine the most effective coaching response for a variety of situations.

Contact hours: 4

Not financial aid eligible.

**ZLDR-0196 The 5 Choices to Extraordinary Productivity**  
**1.6 CEUs**

Each day brings with it a new wave of urgencies that compete for our attention. Texts, emails, calls, meetings and more all converge on our already full schedules. The result is a sense of being busy without actually being productive, which leaves people feeling burned out and unfulfilled. The sheer volume of daily distractions threatens our ability to think clearly and make wise decisions about what is important. The 5 Choices to Extraordinary Productivity empowers people to avoid distractions and accomplish the goals that matter most in their professional and personal lives. Supported by science and years of experience, The 5 Choices not only produce a measurable increase in productivity, but provide a renewed sense of engagement and accomplishment as well.

*Contact hours: 16*  
*Not financial aid eligible.*

**ZLDR-0197 Becoming a Team Player (DPU)**  
**0.4 CEUs**

Teamwork is critical to an organization's productivity and profitability. Teams solve problems better and accomplish tasks faster. Each individual on a team has unique qualities that make that team stronger and more effective. Learning what those qualities are and what role they play on the team will help to create an environment of trust and success.

*Contact hours: 4*  
*Not financial aid eligible.*

**ZLDR-0198 Frontline Leadership: The Leadership Journey (DPU)**  
**0.4 CEUs**

Employees who exceed expectations in their daily work are often promoted to leadership roles. However, the transition from support staff to leader is often a challenging one. Though technical and functional expertise are essential, without the skills to communicate effectively, and engage and lead others, the transition can be difficult. This course will help you acquire the skills needed to become a respected, highly regarded leader.

*Contact hours: 4*  
*Not financial aid eligible.*

**ZLDR-0202 Live2Lead Workshop**  
**0.07 CEUs**

Step into the realm of transformative leadership with this interactive rebroadcast of the renowned John Maxwell Live2Lead 2023 event. Immerse yourself in a powerful full-day experience designed to ignite your leadership potential and fuel your personal growth journey. This event is your passport to learn from the best in the field, offering an unparalleled opportunity to glean insights from world-class leadership experts. Their stories, paired with live facilitation, will equip you with the tools and strategies needed to craft a new action plan infused with fresh passion and unwavering commitment.

*Contact hours: 7*  
*Not financial aid eligible.*

**ZLDR-0203 Coaching for Accelerated Performance (NEORS)**  
**0.4 CEUs**

Coaching for development recognizes the need for employees to feel committed to their work and helps managers and other leaders encourage individual performance as a means for increasing engagement and, ultimately, productivity. In this session, participants will learn the key elements of building a successful coaching relationship and how to best implement a coaching framework. They will also discover tools for assessing employee commitment levels to determine the most effective coaching response for a variety of situations.

*Contact hours: 4*  
*Not financial aid eligible.*

**ZLDR-0214 Basic Management Skills (NEORS)**  
**3.2 CEUs**

The goal of this course is to understand how to transition into management. It presents the skills needed to help you move into a management position along with key strategies to help you navigate the "management minefield" with ease. Learning how to deal with the pressures from peers and expectations of upper management are keys to being a good manager. Presented are methods for dealing with unruly employees, the role of office politics and listening techniques that can help you understand what your boss is expecting. The impact of effective management on corporate goals and profitability is also presented. This class is designed to empower your management capabilities.

*Contact hours: 32*  
*Not financial aid eligible.*

**ZLDR-0225 Frontline Manager Certificate Program: Boot Camp**  
**3.8 CEUs**

Frontline managers and supervisors play a vital role business, supervising the employees who deliver the products and services your valued customers desire. Investing in talent development at this critical point leads to improved supervisor effectiveness and engagement, increasing employee productivity, retention and engagement. A well-developed frontline workforce also provides a greater pool of candidates to fuel your talent pipeline as well as improved customer satisfaction and return business. The Frontline Manager Certificate Program at Corporate College® equips upcoming, new and seasoned supervisors with the tools they need to succeed in their leadership roles. This Boot Camp allows participants to take all 10 classes in one week (Monday - Friday) with our leadership expert facilitators.

*Contact hours: 38*  
*Not financial aid eligible.*

**ZLDR-0226 Driving Change**  
**0.4 CEUs**

"Change is the only constant in life." —Heraclitus An organization's ability to effectively drive change depends on its ability to engage its most valuable resource — its people — in the process. This course provides the skills and resources leaders need to accelerate change implementation and create an agile work environment in which people are more open to change.

*Contact hours: 4*  
*Not financial aid eligible.*

**ZLDR-0244 Frontline Leadership: The Leadership Journey**  
**0.4 CEUs**

Employees who exceed expectations in their daily work are often promoted to leadership roles. However, the transition from support staff to leader is often a challenging one. Though technical and functional expertise are essential, without the skills to communicate effectively, and engage and lead others, the transition can be difficult. This course will help you acquire the skills needed to become a respected, highly regarded leader.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0290 Experienced Manager Certificate: Boot Camp (NEORS)**  
**2.8 CEUs**

The Experienced Manager Certificate provides a tailored development experience for seasoned supervisors to mid-managers. The program focuses on elevating skills and behaviors critical to supporting senior leadership in connecting and communicating business strategy back to the day-to-day. Fine-tuning your leadership skills and behaviors will help to further engage, inspire and drive your teams and results forward. This class is only for NEORS employees.

*Contact hours: 28*

*Not financial aid eligible.*

**ZLDR-0293 Mindful Leadership Certificate Program (NEORS)**  
**1.8 CEUs**

Effective leaders are searching for new methods to navigate the volatile, complex and ambiguous nature of these unprecedented times. The name of the game has changed, and mindful leadership has emerged as the preferred leadership style. Participants in the Mindful Leadership certificate program will harness the power of mindfulness in order to enhance their personal power and leverage proven leadership principles to find increased balance, clarity, focus, compassion and creativity in the workplace. This course is for NEORS employees only.

*Contact hours: 18*

*Not financial aid eligible.*

**ZLDR-0294 Moving From Peer to Boss**  
**0.4 CEUs**

Congratulations on your first supervisory position! As you move "from peer to boss," it seems like everything changes – the role, tasks, relationships and responsibilities. To navigate these waters, you will need to put things in perspective and understand how your role has changed. This course provides a proven strategy for moving forward, settling into the position and improving team productivity.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0313 Inclusive Champion Certificate: Boot Camp (NEORS)**  
**1.4 CEUs**

The word "champion" comes from the Latin concept of "champion" or "fighter." In today's business world, the term "champion" describes a person who stands for an ideal and has a passion to engage with others to achieve that ideal in the workplace. Inclusion Champions are important to organizations because they strive to personally model the values of inclusion and respect for all. They use their talents in the name of diversity to support, develop and drive inclusion as individual contributors, team members or project leaders. This course gives participants the knowledge they need to support a more diverse, equitable and inclusive workplace. At the end of each session, participants will develop an individual action plan to demonstrate and promote inclusivity for all.

*Contact hours: 14*

*Not financial aid eligible.*

**ZLDR-0327 Valuing Differences – Our Uniqueness (NEORS)**  
**0.4 CEUs**

Do you consider yourself an inclusive leader? Operating as an inclusive leader involves intentionality and direct purpose behind decisions, dialogue and relationships. In this course, we will discuss the specific steps you can take as a leader to apply inclusive leadership strategies to your own daily practice. This course will provide you with the knowledge and tools necessary to lead through the lens of inclusivity and diversity. This course is for NEORS employees only.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0368 The Experienced Manager Certificate: Boot Camp**  
**2.8 CEUs**

The Experienced Manager Certificate provides a tailored development experience for seasoned supervisors to mid-managers. The program focuses on elevating skills and behaviors critical to supporting senior leadership in connecting and communicating business strategy back to the day-to-day. Fine-tuning your leadership skills and behaviors will help to further engage, inspire and drive your teams and results forward.

*Contact hours: 28*

*Not financial aid eligible.*

**ZLDR-0444 The 4 Essential Roles of Leadership: Create a Shared Vision and Strategy (NEORS)**  
**0.4 CEUs**

When effective leaders create a shared vision and strategy, they help their organization achieve its top priorities. In this course, participants learn how to create an inspiring team vision and strategy aligned with the organization's vision. They will discover how to powerfully communicate the vision to stakeholders at all levels to successfully implement the strategy.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0445 The 4 Essential Roles of Leadership: Execute Your Team's Strategy and Goals (NEORS)**

**0.4 CEUs**

Long-lasting success in an organization is achieved through leaders who are disciplined and focused. Effective leaders use key processes, methods and procedures to meet their organizational goals. When executed well, these systems utilize and engage team members to consistently achieve results. In this course, participants will discover how to assess six core systems, align them to their team's strategy and implement the proven 4 Disciplines of Execution® process to achieve their team's most important goals.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0558 Mindful Leadership Certificate**

**1.8 CEUs**

Effective leaders are searching for new methods to navigate the volatile, complex and ambiguous nature of these unprecedented times. The name of the game has changed, and mindful leadership has emerged as the preferred leadership style. Participants in the Mindful Leadership certificate program will harness the power of mindfulness in order to enhance their personal power and leverage proven leadership principles to find increased balance, clarity, focus, compassion and creativity in the workplace.

*Contact hours: 18*

*Not financial aid eligible.*

**ZLDR-0590 Dynamic Presentation Skills (NEORS)**

**0.4 CEUs**

Whether leaders are persuading colleagues, selling a client or energizing a team, the power of their presentation makes the difference between success and failure. In this session, participants will learn how to present thoughts and ideas with self-confidence and organization. Our experienced instruction team will guide participants on how to overcome challenges they may face while practicing presenting in a safe environment.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0828 Adapting Across Cultures Through Emotional Intelligence (NEORS)**

**0.2 CEUs**

Gain the skills you need to become aware of your own cultural adaptability and capable of handling cultural change. Learn how to better acknowledge norms and differences, build rapport, negotiate across cultures and handle sensitive situations.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-0829 Embracing Change at Work (NEORS)**

**0.4 CEUs**

Change happens all around us – at home, in our communities and at work. The only constant of change is that it is unavoidable. Anxiety over the unknown, changes in roles and responsibilities and/or processes can result in unhappy, unproductive and stressed-out employees. Embracing change is easier when we know what the changes are, why they are happening, the benefits they will yield and how to overcome barriers to change.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0831 Becoming a Team Player (NEORS)**

**0.4 CEUs**

Teamwork is critical to an organization's productivity and profitability. Teams solve problems better and accomplish tasks faster. Each individual on a team has unique qualities that make that team stronger and more effective. Learning what those qualities are and what role they play on the team will help to create an environment of trust and success.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0833 Dealing With Difficult People (NEORS)**

**0.4 CEUs**

Ever wonder how an encounter with a person went so bad so quickly and asked yourself, "What did I do?" Chances are that you were simply dealing with a difficult person. Most times we can avoid or minimize our interactions with difficult people, but sometimes they are unavoidable. The best way to handle difficult people is to be aware and prepared for their behaviors and to develop strategies for dealing with them.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0834 Delivering Great Customer Service (NEORS)**

**0.4 CEUs**

Customer service has the power to form a customer's entire perception of an organization. One bad experience can result in losing not only that customer, but future customers as well. Studies show that a satisfied customer may tell two to three people about their experience, while dissatisfied customers will tell between eight and 20. However, even an unhappy customer will become loyal if you are fast, fair and friendly in resolving their complaint.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0835 Driving Change (NEORS)**

**0.4 CEUs**

"Change is the only constant in life." —Heraclitus An organization's ability to effectively drive change depends on its ability to engage its most valuable resource – its people – in the process. This course provides the skills and resources leaders need to accelerate change implementation and create an agile work environment in which people are more open to change.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0837 Effective Communication (NEORS)**

**0.4 CEUs**

It's no secret that good leaders are also good communicators. The best leaders know that effective communication is as much about listening to others as it is about the words they speak. The importance of the exchange of information in the workplace makes effective communication skills a critical business tool and an essential employee attribute.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0838 Embracing Generational Diversity (NEORS)**  
**0.4 CEUs**

Learn about the various generations in today's workplace by understanding the formative events that impacted each generation, influencing its characteristics and motivations. Examine stereotypes that may exist in the workplace.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0839 Emotional Intelligence (EQ) 2.0 (NEORS)**  
**0.4 CEUs**

Emotional Intelligence (EQ) is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods and impulses and to manage them according to the situation. This course provides tools for becoming emotionally intelligent in the workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems and use humor to build rapport in tense situations.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0841 Frontline Leadership: The Leadership Journey (NEORS)**  
**0.4 CEUs**

Employees who exceed expectations in their daily work are often promoted to leadership roles. However, the transition from support staff to leader is often a challenging one. Though technical and functional expertise are essential, without the skills to communicate effectively, and engage and lead others, the transition can be difficult. This course will help you acquire the skills needed to become a respected, highly regarded leader.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0842 Frontline Manager Certificate Program: Boot Camp (NEORS)**  
**3.8 CEUs**

Frontline managers and supervisors play a vital role business, supervising the employees who deliver the products and services your valued customers desire. Investing in talent development at this critical point leads to improved supervisor effectiveness and engagement, increasing employee productivity, retention and engagement. A well-developed frontline workforce also provides a greater pool of candidates to fuel your talent pipeline as well as improved customer satisfaction and return business. The Frontline Manager Certificate Program at Corporate College® equips upcoming, new and seasoned supervisors with the tools they need to succeed in their leadership roles. This Boot Camp allows participants to take all 10 classes in one week (Monday - Friday) with our leadership expert facilitators.

*Contact hours: 38*

*Not financial aid eligible.*

**ZLDR-0843 Handling Conflict at Work (NEORS)**  
**0.4 CEUs**

Conflict in the workplace is a given; though we may try to avoid it, we cannot escape it. The ability to recognize conflict, understand the nature or cause of the conflict and resolve conflict effectively will benefit individuals, teams and the organization as a whole. Developing the skills to handle conflict in the workplace is essential; not only will it increase morale and productivity at work, but will be of value in all areas of life.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0849 Moving From Peer to Boss (NEORS)**  
**0.4 CEUs**

Congratulations on your first supervisory position! As you move "from peer to boss," it seems like everything changes — the role, tasks, relationships and responsibilities. To navigate these waters, you will need to put things in perspective and understand how your role has changed. This course provides a proven strategy for moving forward, settling into the position and improving team productivity.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0850 Ongoing Performance Management (NEORS)**  
**0.4 CEUs**

Ongoing performance development involves establishing a systematic process that managers can use to support employees. This process focuses on creating clear expectations for individual performance based on the organization's goals. The goal of this session is to help managers improve their people development skills by implementing a performance management system that helps every employee achieve their peak performance potential.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0851 Overcoming Conflict in a Diverse Workplace (NEORS)**  
**0.4 CEUs**

This course creates participant awareness, and the ability to understand conflict and how to build successful outcomes. There are many benefits to diversity in the workplace, including creativity among teams and a more expansive set of solutions to problems. However, cross-cultural misunderstandings may arise when there are differences. One negative effect of cultural diversity in the workplace is the increased tendency of personnel to create interpersonal conflicts. A diverse workplace will contain different opinions, thoughts, beliefs, norms, customs, values and traditions. Companies that encourage diversity in the workplace, and support education about diversity and inclusion, inspire all of their employees to perform to their highest ability.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0854 Prioritizing My Time (NEORS)**  
**0.4 CEUs**

We are all swamped with work and personal responsibilities, projects, magazines to read, social media to keep up with and lots of other things we want to do as soon as we get caught up. Prioritization is an essential skill that we must master to make the best use of our efforts and those of our teams. This skill also helps create an atmosphere of calmness and fluidity that allows us to focus our energy and attention on things that are truly productive.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0857 Team Excellence (NEORS)**

**0.4 CEUs**

Organizations understand that every employee is valuable and contributes unique talents and experience to each project or task at hand. Comparatively, when employees come together as a team, the end result is typically even greater success – that is, when managers understand how to create a collaborative and high-performing atmosphere. Effective collaboration not only helps increase the quality of results, but also the productivity. In this session, participants will learn to create synergy and team goals, cultivate accountability, and coordinate effective team-building activities, effectively allowing them to achieve high performance.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0858 Understanding Unconscious Bias (NEORS)**

**0.4 CEUs**

Unconscious (or implicit) biases are social stereotypes about certain groups of people that are formed outside of our own conscious awareness. Every person who has ever interacted with or seen another human being has unconscious biases that shape the way they view and think about other groups of people. At the individual level, these biases can negatively impact work relationships and performance. At the societal level, they can lead to an unfair and hostile environment for certain groups. Although we all have unconscious biases, it doesn't mean we can't control and change them. It's up to each of us to take responsibility for our own biases, as they can have harmful, real-world outcomes.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0859 Professionalism (NEORS)**

**0.2 CEUs**

Webster defines professionalism as "the skill, good judgment and polite behavior expected from a person who is trained to do a job well." However, what is deemed professional in one circumstance may not be so in another. Today's organizations are multicultural, multifaceted and multitasking; the way we dress, the things we say and how we act may change from job to job or from meeting to meeting. Employees must learn to be aware of their environment and accountable for their actions in order to be considered a professional in today's ever-changing workplace.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-0860 Using Your Strengths (NEORS)**

**0.4 CEUs**

Do you have the opportunity to do what you do best every day? Chances are, you don't. All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. Based on the bestselling book *Strengths Finder 2.0* by Tom Rath, this course is sure to uncover hidden talents and strengths that will be invaluable throughout your entire career.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-0874 Inclusive Champion Certificate: Boot Camp**

**1.4 CEUs**

The word "champion" comes from the Latin concept of "campionem," or "fighter." In today's business world, the term "champion" describes a person who stands for an ideal and has a passion to engage others in working toward achieving that ideal in the workplace. Inclusion Champions are important to organizations because they strive to personally model the values of inclusion and respect for all. They use their talents in the name of a diversity ideal to support, develop and drive inclusion forward, whether as an individual contributor, team member or project leader. This course gives participants the knowledge they need to support a more diverse, equitable and inclusive workplace. At the end of each session, participants will develop an individual action plan to move forward their ability to demonstrate and promote inclusivity and a sense of belonging for all.

*Contact hours: 14*

*Not financial aid eligible.*

**ZLDR-0875 Inclusive Leadership Certificate: Boot Camp**

**2.4 CEUs**

High-performing leaders realize that it takes a unique skillset to create authentic relationships with all people, no matter their race, gender, religion or other dimension of diversity. This certificate program gives leaders the motivation, skills, knowledge and abilities needed to grow self-efficacy and create a higher performing team culture in which team members feel respected and valued for their unique contributions, supported to learn and grow, and encouraged to fully contribute.

*Contact hours: 24*

*Not financial aid eligible.*

**ZLDR-0879 Inclusive Leadership Certificate: Boot Camp (DPU)**

**2.4 CEUs**

High-performing leaders realize that it takes a unique skillset to create authentic relationships with all people, no matter their race, gender, religion or other dimension of diversity. This certificate program gives leaders the motivation, skills, knowledge and abilities needed to grow self-efficacy and create a higher performing team culture in which team members feel respected and valued for their unique contributions, supported to learn and grow, and encouraged to fully contribute.

*Contact hours: 24*

*Not financial aid eligible.*

**ZLDR-1029 Managing Conflict in the Workplace**

**0.4 CEUs**

One of the most difficult aspects of management is dealing with the day to day conflicts that arise in the workplace. This program will explore the five basic modes people use in dealing with conflict and how to determine when each mode is most appropriate/least appropriate. In addition, the program will explore the common blocks to successful conflict resolution and teach a 6-step collaborative process for resolving conflicts that has proven successful in business, government, and family life.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1052 Valuing Differences – Our Uniquenesses****0.4 CEUs**

Do you consider yourself an inclusive leader? Operating as an inclusive leader involves intentionality and direct purpose behind decisions, dialogue and relationships. In this course, we will discuss the specific steps you can take as a leader to apply inclusive leadership strategies to your own daily practice. This course will provide you with the knowledge and tools necessary to lead through the lens of inclusivity and diversity.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1053 Adapting Across Cultures Through Emotional Intelligence****0.2 CEUs**

Gain the skills you need to become aware of your own cultural adaptability and capable of handling cultural change. Learn how to better acknowledge norms and differences, build rapport, negotiate across cultures and handle sensitive situations.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1142 Leading High Performance Teams****0.4 CEUs**

Today's organizations demand that their teams do more. Good, solid, or adequate team outputs won't produce maximum business results, but high-performing teams will. The secret to helping teams perform at their best? The leader. Their knowledge, skills, and abilities can transform an acceptable team into an exceptional one. This course provides team leaders with the tools and skills to perform three primary responsibilities—diagnose, coach, and reinforce—that support their team's growth. Leaders learn to diagnose behaviors and conditions that limit team performance. They are equipped to assess team strength and weakness, as well as to use coaching and reinforcing skills to be a catalyst for high performance and continuous improvement.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1208 Prioritizing My Time****0.4 CEUs**

We are all swamped with work and personal responsibilities, projects, magazines to read, social media to keep up with and lots of other things we want to do as soon as we get caught up. Prioritization is an essential skill that we must master to make the best use of our efforts and those of our teams. This skill also helps create an atmosphere of calmness and fluidity that allows us to focus our energy and attention on things that are truly productive.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1212 Handling Conflict at Work****0.4 CEUs**

Conflict in the workplace is a given; though we may try to avoid it, we cannot escape it. The ability to recognize conflict, understand the nature or cause of the conflict and resolve conflict effectively will benefit individuals, teams and the organization as a whole. Developing the skills to handle conflict in the workplace is essential; not only will it increase morale and productivity at work, but will be of value in all areas of life.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1213 Effective Communication****0.4 CEUs**

It's no secret that good leaders are also good communicators. The best leaders know that effective communication is as much about listening to others as it is about the words they speak. The importance of the exchange of information in the workplace makes effective communication skills a critical business tool and an essential employee attribute.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1214 Embracing Change at Work****0.4 CEUs**

Change happens all around us – at home, in our communities and at work. The only constant of change is that it is unavoidable. Anxiety over the unknown, changes in roles and responsibilities and/or processes can result in unhappy, unproductive and stressed-out employees. Embracing change is easier when we know what the changes are, why they are happening, the benefits they will yield and how to overcome barriers to change.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1215 Using Your Strengths****0.4 CEUs**

Do you have the opportunity to do what you do best every day? Chances are, you don't. All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. Based on the bestselling book Strengths Finder 2.0 by Tom Rath, this course is sure to uncover hidden talents and strengths that will be invaluable throughout your entire career.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1216 Becoming a Team Player****0.4 CEUs**

Teamwork is critical to an organization's productivity and profitability. Teams solve problems better and accomplish tasks faster. Each individual on a team has unique qualities that make that team stronger and more effective. Learning what those qualities are and what role they play on the team will help to create an environment of trust and success.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1217 Professionalism****0.2 CEUs**

Webster defines professionalism as "the skill, good judgment and polite behavior expected from a person who is trained to do a job well." However, what is deemed professional in one circumstance may not be so in another. Today's organizations are multicultural, multifaceted and multitasking; the way we dress, the things we say and how we act may change from job to job or from meeting to meeting. Employees must learn to be aware of their environment and accountable for their actions in order to be considered a professional in today's ever-changing workplace.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1218 Dealing With Difficult People**

**0.4 CEUs**

Ever wonder how an encounter with a person went so bad so quickly and asked yourself, "What did I do?" Chances are that you were simply dealing with a difficult person. Most times we can avoid or minimize our interactions with difficult people, but sometimes they are unavoidable. The best way to handle difficult people is to be aware and prepared for their behaviors and to develop strategies for dealing with them.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1219 Delivering Great Customer Service**

**0.4 CEUs**

Customer service has the power to form a customer's entire perception of an organization. One bad experience can result in losing not only that customer, but future customers as well. Studies show that a satisfied customer may tell two to three people about their experience, while dissatisfied customers will tell between eight and 20. However, even an unhappy customer will become loyal if you are fast, fair and friendly in resolving their complaint.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1288 Emotional Intelligence (EQ) 2.0**

**0.4 CEUs**

Emotional Intelligence (EQ) is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods and impulses and to manage them according to the situation. This course provides tools for becoming emotionally intelligent in the workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems and use humor to build rapport in tense situations.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1308 Developing Yourself and Others**

**0.4 CEUs**

Development is critical to attracting and retaining talent, driving employee engagement, preparing future leaders, and ultimately ensuring the success of the organization. Clearly, development is equally important to leaders as well as direct reports. In this course, learners are introduced to a practical process to guide their own and their direct reports' development planning efforts. The outcome is a meaningful development plan that supports the current and future business needs of the organization.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1370 Adapting Across Cultures Through Emotional Intelligence (DPU)**

**0.2 CEUs**

Gain the skills you need to become aware of your own cultural adaptability and capable of handling cultural change. Learn how to better acknowledge norms and differences, build rapport, negotiate across cultures and handle sensitive situations.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1372 Coaching for Accelerated Performance (DPU)**

**0.4 CEUs**

Coaching for development recognizes the need for employees to feel committed to their work and helps managers and other leaders encourage individual performance as a means for increasing engagement and, ultimately, productivity. In this session, participants will learn the key elements of building a successful coaching relationship and how to best implement a coaching framework. They will also discover tools for assessing employee commitment levels to determine the most effective coaching response for a variety of situations.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1373 Dealing With Difficult People (DPU)**

**0.4 CEUs**

Ever wonder how an encounter with a person went so bad so quickly and asked yourself, "What did I do?" Chances are that you were simply dealing with a difficult person. Most times we can avoid or minimize our interactions with difficult people, but sometimes they are unavoidable. The best way to handle difficult people is to be aware and prepared for their behaviors and to develop strategies for dealing with them.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1374 Delivering Great Customer Service (DPU)**

**0.4 CEUs**

Customer service has the power to form a customer's entire perception of an organization. One bad experience can result in losing not only that customer, but future customers as well. Studies show that a satisfied customer may tell two to three people about their experience, while dissatisfied customers will tell between eight and 20. However, even an unhappy customer will become loyal if you are fast, fair and friendly in resolving their complaint.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1375 Driving Change (DPU)**

**0.4 CEUs**

"Change is the only constant in life." —Heraclitus An organization's ability to effectively drive change depends on its ability to engage its most valuable resource — its people — in the process. This course provides the skills and resources leaders need to accelerate change implementation and create an agile work environment in which people are more open to change.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1376 Dynamic Presentation Skills (DPU)**

**0.4 CEUs**

Whether leaders are persuading colleagues, selling a client or energizing a team, the power of their presentation makes the difference between success and failure. In this session, participants will learn how to present thoughts and ideas with self-confidence and organization. Our experienced instruction team will guide participants on how to overcome challenges they may face while practicing presenting in a safe environment.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1379 Embracing Change at Work (DPU)****0.4 CEUs**

Change happens all around us – at home, in our communities and at work. The only constant of change is that it is unavoidable. Anxiety over the unknown, changes in roles and responsibilities and/or processes can result in unhappy, unproductive and stressed-out employees. Embracing change is easier when we know what the changes are, why they are happening, the benefits they will yield and how to overcome barriers to change.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1380 Embracing Generational Diversity (DPU)****0.4 CEUs**

Learn about the various generations in today's workplace by understanding the formative events that impacted each generation, influencing its characteristics and motivations. Examine stereotypes that may exist in the workplace.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1381 Emotional Intelligence (EQ) 2.0 (DPU)****0.4 CEUs**

Emotional Intelligence (EQ) is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods and impulses and to manage them according to the situation. This course provides tools for becoming emotionally intelligent in the workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems and use humor to build rapport in tense situations.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1386 Frontline Manager Certificate Program: Boot Camp (DPU)****3.8 CEUs**

Frontline managers and supervisors play a vital role business, supervising the employees who deliver the products and services your valued customers desire. Investing in talent development at this critical point leads to improved supervisor effectiveness and engagement, increasing employee productivity, retention and engagement. A well-developed frontline workforce also provides a greater pool of candidates to fuel your talent pipeline as well as improved customer satisfaction and return business. The Frontline Manager Certificate Program at Corporate College® equips upcoming, new and seasoned supervisors with the tools they need to succeed in their leadership roles. This Boot Camp allows participants to take all 10 classes in one week (Monday - Friday) with our leadership expert facilitators.

*Contact hours: 38**Not financial aid eligible.***ZLDR-1387 Handling Conflict at Work (DPU)****0.4 CEUs**

Conflict in the workplace is a given; though we may try to avoid it, we cannot escape it. The ability to recognize conflict, understand the nature or cause of the conflict and resolve conflict effectively will benefit individuals, teams and the organization as a whole. Developing the skills to handle conflict in the workplace is essential; not only will it increase morale and productivity at work, but will be of value in all areas of life.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1388 Inclusive Leadership (DPU)****0.4 CEUs**

Diversity of talent, customers and ideas is part of business today. When leaders understand what it means to be highly inclusive, they and their teams are positioned for success. Aimed at helping leaders close the gap between aspiration and reality, this course is based upon the three elements of inclusion: Treating people and groups fairly based upon their unique characteristics Personalizing individuals by understanding and valuing the uniqueness of diverse others Leveraging the thinking of diverse groups for smarter ideas and decision-making

*Contact hours: 4**Not financial aid eligible.***ZLDR-1389 Inclusive Leadership Certificate: Boot Camp (DPU)****2.4 CEUs**

High-performing leaders realize that it takes a unique skillset to create authentic relationships with all people, no matter their race, gender, religion or other dimension of diversity. This certificate program gives leaders the motivation, skills, knowledge and abilities needed to grow self-efficacy and create a higher performing team culture in which team members feel respected and valued for their unique contributions, supported to learn and grow, and encouraged to fully contribute.

*Contact hours: 24**Not financial aid eligible.***ZLDR-1397 Moving from Peer to Boss (DPU)****0.4 CEUs**

Congratulations on your first supervisory position! As you move "from peer to boss," it seems like everything changes – the role, tasks, relationships and responsibilities. To navigate these waters, you will need to put things in perspective and understand how your role has changed. This course provides a proven strategy for moving forward, settling into the position and improving team productivity.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1398 Ongoing Performance Management (DPU)****0.4 CEUs**

Ongoing performance development involves establishing a systematic process that managers can use to support employees. This process focuses on creating clear expectations for individual performance based on the organization's goals. The goal of this session is to help managers improve their people development skills by implementing a performance management system that helps every employee achieve their peak performance potential.

*Contact hours: 4**Not financial aid eligible.*

**ZLDR-1399 Overcoming Conflict in a Diverse Environment (DPU)**  
**0.4 CEUs**

This course creates participant awareness, and the ability to understand conflict and how to build successful outcomes. There are many benefits to diversity in the workplace, including creativity among teams and a more expansive set of solutions to problems. However, cross-cultural misunderstandings may arise when there are differences. One negative effect of cultural diversity in the workplace is the increased tendency of personnel to create interpersonal conflicts. A diverse workplace will contain different opinions, thoughts, beliefs, norms, customs, values and traditions. Companies that encourage diversity in the workplace, and support education about diversity and inclusion, inspire all of their employees to perform to their highest ability.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1404 Prioritizing My Time (DPU)**  
**0.4 CEUs**

We are all swamped with work and personal responsibilities, projects, magazines to read, social media to keep up with and lots of other things we want to do as soon as we get caught up. Prioritization is an essential skill that we must master to make the best use of our efforts and those of our teams. This skill also helps create an atmosphere of calmness and fluidity that allows us to focus our energy and attention on things that are truly productive.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1406 Professionalism (DPU)**  
**0.2 CEUs**

Webster defines professionalism as "the skill, good judgment and polite behavior expected from a person who is trained to do a job well." However, what is deemed professional in one circumstance may not be so in another. Today's organizations are multicultural, multifaceted and multitasking; the way we dress, the things we say and how we act may change from job to job or from meeting to meeting. Employees must learn to be aware of their environment and accountable for their actions in order to be considered a professional in today's ever-changing workplace.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1409 Team Excellence (DPU)**  
**0.4 CEUs**

Organizations understand that every employee is valuable and contributes unique talents and experience to each project or task at hand. Comparatively, when employees come together as a team, the end result is typically even greater success – that is, when managers understand how create a collaborative and high-performing atmosphere. Effective collaboration not only helps increase the quality of results, but also the productivity. In this session, participants will learn to create synergy and team goals, cultivate accountability, and coordinate effective team-building activities, effectively allowing them to achieve high performance.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1410 The 4 Essential Roles of Leadership: Create a Shared Vision and Strategy (DPU)****0.4 CEUs**

When effective leaders create a shared vision and strategy, they help their organization achieve its top priorities. In this course, participants learn how to create an inspiring team vision and strategy aligned with the organization's vision. They will discover how to powerfully communicate the vision to stakeholders at all levels to successfully implement the strategy.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1411 The 4 Essential Roles of Leadership: Execute Your Team's Strategy and Goals (DPU)****0.4 CEUs**

Long-lasting success in an organization is achieved through leaders who are disciplined and focused. Effective leaders use key processes, methods and procedures to meet their organizational goals. When executed well, these systems utilize and engage team members to consistently achieve results. In this course, participants will discover how to assess six core systems, align them to their team's strategy and implement the proven 4 Disciplines of Execution® process to achieve their team's most important goals.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1413 The Experienced Manager Certificate Program: Boot Camp (DPU)****2.8 CEUs**

The Experienced Manager Certificate provides a tailored development experience for seasoned supervisors to mid-managers. The program focuses on elevating skills and behaviors critical to supporting senior leadership in connecting and communicating business strategy back to the day-to-day. Fine-tuning your leadership skills and behaviors will help to further engage, inspire and drive your teams and results forward.

*Contact hours: 28*

*Not financial aid eligible.*

**ZLDR-1414 Understanding Unconscious Bias (DPU)**  
**0.4 CEUs**

Unconscious (or implicit) biases are social stereotypes about certain groups of people that are formed outside of our own conscious awareness. Every person who has ever interacted with or seen another human being has unconscious biases that shape the way they view and think about other groups of people. At the individual level, these biases can negatively impact work relationships and performance. At the societal level, they can lead to an unfair and hostile environment for certain groups. Although we all have unconscious biases, it doesn't mean we can't control and change them. It's up to each of us to take responsibility for our own biases, as they can have harmful, real-world outcomes.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1415 Using Your Strengths (DPU)**  
**0.4 CEUs**

Do you have the opportunity to do what you do best every day? Chances are, you don't. All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. Based on the bestselling book *Strengths Finder 2.0* by Tom Rath, this course is sure to uncover hidden talents and strengths that will be invaluable throughout your entire career.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1416 Valuing Differences - Our Uniquenesses (DPU)**  
**0.4 CEUs**

Do you consider yourself an inclusive leader? Operating as an inclusive leader involves intentionality and direct purpose behind decisions, dialogue and relationships. In this course, we will discuss the specific steps you can take as a leader to apply inclusive leadership strategies to your own daily practice. This course will provide you with the knowledge and tools necessary to lead through the lens of inclusivity and diversity.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1417 Women in Leadership (DPU)**  
**0.2 CEUs**

Women face a variety of challenges that can hinder them in their pursuit of leadership positions. Appropriate for participants of all genders, this course looks at the challenges women face and how they can maximize their strengths and build their skills to become effective leaders in any organization.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1418 Advanced Writing (Online) (DPU)**  
**2.4 CEUs**

Whether you successfully completed our Beginner's Writing Workshop course, or you've been writing fiction on your own, there is something to be gained by moving to our next level of writing. If you are comfortable with the basics of writing such as plot, story, building characters and editing, it's time to build on your talents and delve into topics such as narratives, viewpoints, scene building and writing beginnings and endings. Join us as we explore these and other topics.

*Contact hours: 24*

*Not financial aid eligible.*

**ZLDR-1419 Professional in Human Resource (PHR) Exam Prep (Online) (DPU)**  
**13.5 CEUs**

This course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial issues facing the United States and other countries. Delve into some of the most effective, unique approaches in dealing with human resource issues and discover the challenges facing managers and employees in today's business climate using case studies of real organizations. This course prepares students for careers in human resource management by providing the skills needed to successfully complete the HR Certification Institute PHR® certification exam.

*Contact hours: 135*

*Not financial aid eligible.*

**ZLDR-1420 Senior Professional in Human Resource (SPHR) Exam Prep (Online) (DPU)**  
**13.5 CEUs**

This course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial issues facing the United States and other countries. Delve into some of the most effective, unique approaches in dealing with human resource issues and discover the challenges facing managers and employees in today's business climate using case studies of real organizations. This course prepares students for careers in human resource management by providing the skills needed to successfully complete the HR Certification Institute SPHR® certification exam. Participants will utilize the SPHR® Exam Study Guide throughout the course.

*Contact hours: 135*

*Not financial aid eligible.*

**ZLDR-1421 Associate Professional in Human Resources® (aPHR®) Exam Prep (Online) (DPU)**  
**13.5 CEUs**

Learn about the exciting world of human resource management and prepare for the HR Certification Institute® aPHR® certification exam through this online course. This HR management course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. Interesting case studies explore real companies and organizations in-depth, and delve into some of today's most effective, unique approaches in dealing with HR issues. Upon completion of this course, students will have the skills necessary to serve as human resource managers and will be prepared to sit for the aPHR® exam.

*Contact hours: 135*

*Not financial aid eligible.*

**ZLDR-1510 Advanced Business Writing**  
**0.4 CEUs**

In the workplace, your writing is an extension of your professional identity. Whether you are composing a three-line email or a multi-page report, you need to write in a polished, professional manner. This advanced course builds upon the principles of written workplace communication emphasized in Business Writing.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1511 The 7 Habits of Highly Effective People 4.0 (Online)**  
**0.6 CEUs**

No matter how competent a person may be, they will not experience sustained and lasting success unless they are able to effectively lead themselves; influence, engage and collaborate with others; and continually improve and renew their capabilities. These elements are at the heart of personal, team and organizational effectiveness. The Seven Habits of Highly Effective People® Signature Edition 4.0 develops leadership effectiveness at three levels: Individual Develop increased maturity, greater productivity and the ability to manage yourself. Execute critical priorities with laser-like focus and careful planning. Team Increase team engagement, morale and collaboration. Improve communication skills and strengthen relationships. Organizational Create a framework for developing core values and creating a highly effective culture. Develop current and high-potential leaders who model both character and competence.

*Contact hours: 6*

*Not financial aid eligible.*

**ZLDR-1512 Solving the Toughest Problems (Online)****0.4 CEUs**

There are many methods of conflict resolution, but most involve compromise, a low-level accommodation that stops the conflict without breaking through to amazing new results. Stephen Covey's book, *The 3rd Alternative*, is about more than just an armistice - it's about creating a new and improved reality. The 3rd Alternative transcends traditional solutions to conflict by forging a path toward the third option, a "3rd Alternative," that moves beyond your way or my way to a higher and better way.

*Contact hours: 4**Not financial aid eligible.***ZLDR-1513 The Leaders of Tomorrow (Online)****0.5 CEUs**

Do you want to be a leader of tomorrow? These five self-paced online FranklinCovey classes will help you achieve the diversity and leadership skills needed to succeed in as a future leader. Learn how to create a workplace where everyone is seen as unique and able to make a contribution. Find out why and how each generation responds differently in the workplace. Gain the knowledge and tools for turning good processes into great processes. Retain your best and brightest by learning how the new paradigm of knowledge at work has transformed the workplace. Unleash the incredible talent and energy of the millennial generation.

*Contact hours: 5**Not financial aid eligible.***ZLDR-1514 The 4 Essential Roles of Leadership (Online)****0.3 CEUs**

The world is changing at an unprecedented pace. Every day, leaders are making countless decisions and facing problems they've never encountered before. What worked yesterday can change overnight. The speed is relentless, the stakes are high, but the rewards are great for those who can lead a team to consistently achieve extraordinary results. So how can leaders stay ahead of the curve and differentiate themselves and their teams when so much is changing so quickly? MEET THE 4 ESSENTIAL ROLES OF LEADERSHIP Even in the most turbulent times, there are four roles leaders play that are highly predictive of success. We call them essential, because as leaders consciously lead themselves and their teams in alignment with these roles, they lay the foundation for effective leadership. The 4 Essential Roles are: Inspire Trust: Be the credible leader others choose to follow – one with both character and competence. Create Vision: Clearly define where your team is going and how they will get there. Execute Strategy: Consistently achieve results with and through others using disciplined processes. Coach Potential: Unleash the ability of each person on your team to improve performance, solve problems and grow their careers.

*Contact hours: 3**Not financial aid eligible.***ZLDR-1515 Core Work Skills (Online)****0.25 CEUs**

Are you looking to enter or re-enter the workforce, but not sure where to start? This bundle of six self-paced online courses through FranklinCovey is a great place to start helping you reach your goals and get on a path to success. Learn how the financial decisions you make for your team will impact your organization, and how writing impacts your personal credibility and ability to get things done. Learn how to plan meetings for optimal use, and the ways in which filtering what you hear through your own experiences can hamper understanding.

*Contact hours: 2.5**Not financial aid eligible.***ZLDR-1516 Personal Productivity (Online)****0.6 CEUs**

The Five Choices to Personal Productivity are here to help you improve your skills in task prioritization, help you gain control over interruptions, improve work-life balance, manage your technology, and learn to recharge your mental and physical energy. These six self-paced online courses will help you gain the skills needed to make you productive.

*Contact hours: 6**Not financial aid eligible.***ZLDR-1520 Associate Professional in Human Resources® (aPHR®)****Exam Prep (Online)****13.5 CEUs**

Learn about the exciting world of today's Human Resource Management and prepare for the aPHR® Exam throughout this online course.

This HR management course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. This course highlights important challenges facing managers and employees in today's business climate. Interesting case studies explore real companies and organizations in-depth and delve into some of today's most effective, unique approaches in dealing with HR issues. Upon completion of this course, students will have the skills necessary to serve as human resource managers, as well as the preparation needed to sit for the aPHR® exam.

*Contact hours: 135**Not financial aid eligible.***ZLDR-1527 The 4 Essential Roles of Leadership: Create a Shared Vision and Strategy****0.4 CEUs**

When effective leaders create a shared vision and strategy, they help their organization achieve its top priorities. In this course, participants learn how to create an inspiring team vision and strategy aligned with the organization's vision. They will discover how to powerfully communicate the vision to stakeholders at all levels to successfully implement the strategy.

*Contact hours: 4**Not financial aid eligible.*

**ZLDR-1531 Senior Professional in Human Resources (SPHR®) Exam Prep (Online)****13.5 CEUs**

Learn about the exciting world of today's Human Resource Management and prepare for the SPHR® Exam throughout this online course.

This HR management course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. This course highlights important challenges facing managers and employees in today's business climate. Interesting case studies explore real companies and organizations in-depth and delve into some of today's most effective, unique approaches in dealing with HR issues. In addition, this course provides study materials to help prepare for the SPHR® Exam. The SPHR® Exam Study Guide will be utilized throughout the course to supplement the Human Resource Management textbook and provide review materials for exam prep. Upon completion of this course, students will have the skills necessary to serve as human resource managers, as well as the preparation needed to sit for the SPHR® exam.

*Contact hours: 135*

*Not financial aid eligible.*

**ZLDR-1532 Professional in Human Resources (PHR®) Exam Prep (Online)****13.5 CEUs**

Learn about the exciting world of today's Human Resource Management and prepare for the PHR® Exam with this online course. This HR management course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. This course highlights important challenges facing managers and employees in today's business climate. Interesting case studies explore real companies and organizations in-depth and delve into some of today's most effective, unique approaches in dealing with HR issues. Upon completion of this course, students will have the skills necessary to serve as human resource managers, as well as the preparation needed to sit for the PHR® exam.

*Contact hours: 135*

*Not financial aid eligible.*

**ZLDR-1559 Overcoming Conflict in a Diverse Workplace****0.4 CEUs**

This course creates participant awareness, and the ability to understand conflict and how to build successful outcomes. There are many benefits to diversity in the workplace, including creativity among teams and a more expansive set of solutions to problems. However, cross-cultural misunderstandings may arise when there are differences. One negative effect of cultural diversity in the workplace is the increased tendency of personnel to create interpersonal conflicts. A diverse workplace will contain different opinions, thoughts, beliefs, norms, customs, values and traditions. Companies that encourage diversity in the workplace, and support education about diversity and inclusion, inspire all of their employees to perform to their highest ability.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1560 Understanding Unconscious Bias****0.4 CEUs**

Unconscious (or implicit) biases are social stereotypes about certain groups of people that are formed outside of our own conscious awareness. Every person who has ever interacted with or seen another human being has unconscious biases that shape the way they view and think about other groups of people. At the individual level, these biases can negatively impact work relationships and performance. At the societal level, they can lead to an unfair and hostile environment for certain groups. Although we all have unconscious biases, it doesn't mean we can't control and change them. It's up to each of us to take responsibility for our own biases, as they can have harmful, real-world outcomes.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1561 Inclusive Leadership****0.4 CEUs**

Diversity of talent, customers and ideas is part of business today. When leaders understand what it means to be highly inclusive, they and their teams are positioned for success. Aimed at helping leaders close the gap between aspiration and reality, this course is based upon the three elements of inclusion: Treating people and groups fairly based upon their unique characteristics Personalizing individuals by understanding and valuing the uniqueness of diverse others Leveraging the thinking of diverse groups for smarter ideas and decision-making

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1562 Women in Leadership****0.2 CEUs**

Women face a variety of challenges that can hinder them in their pursuit of leadership positions. Appropriate for participants of all genders, this course looks at the challenges women face and how they can maximize their strengths and build their skills to become effective leaders in any organization.

*Contact hours: 2*

*Not financial aid eligible.*

**ZLDR-1563 Embracing Generational Diversity****0.4 CEUs**

Learn about the various generations in today's workplace by understanding the formative events that impacted each generation, influencing its characteristics and motivations. Examine stereotypes that may exist in the workplace.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1880 Effective Communication (DPU)****0.4 CEUs**

It's no secret that good leaders are also good communicators. The best leaders know that effective communication is as much about listening to others as it is about the words they speak. The importance of the exchange of information in the workplace makes effective communication skills a critical business tool and an essential employee attribute.

*Contact hours: 4*

*Not financial aid eligible.*

**ZLDR-1904 Inclusive Champion Certificate: Boot Camp (DPU)****1.4 CEUs**

The word “champion” comes from the Latin concept of “campionem,” or “fighter.” In today’s business world, the term “champion” describes a person who stands for an ideal and has a passion to engage others in working toward achieving that ideal in the workplace. Inclusion Champions are important to organizations because they strive to personally model the values of inclusion and respect for all. They use their talents in the name of a diversity ideal to support, develop and drive inclusion forward, whether as an individual contributor, team member or project leader. This course gives participants the knowledge they need to support a more diverse, equitable and inclusive workplace. At the end of each session, participants will develop an individual action plan to move forward their ability to demonstrate and promote inclusivity and a sense of belonging for all.

*Contact hours: 14**Not financial aid eligible.***ZLDR-8945 Corporate College Accelerated Leadership Certificate****2.4 CEUs**

Leaders have a crucial role in business, managing the workers who provide the products and services that your loyal customers want. Investing in talent development at this key point results in better supervisor performance and engagement, boosting employee efficiency, retention and engagement. A well-trained workforce also offers a larger pool of candidates to fill your talent pipeline as well as enhanced customer satisfaction and loyalty. The Corporate College Leadership Certificate Program at Corporate College® prepares upcoming, new and experienced supervisors with the tools they need to excel in their leadership roles. This Accelerated option allows participants to take all 8 classes in one week with our expert facilitators.

*Contact hours: 24**Not financial aid eligible.***ZLDR-8946 Communication****0.3 CEUs**

Good leaders have a common trait: they are good communicators. The best leaders understand that effective communication is not only about the words they say, but also about listening to others. Effective communication skills are vital for the workplace, as they enable the flow of information and make employees more valuable.

*Contact hours: 3**Not financial aid eligible.***ZLDR-8947 Leadership****0.3 CEUs**

Workers who go above and beyond in their regular tasks are often given more responsibility and authority. However, the shift from being a team member to a leader is often a tough one. Technical and functional knowledge are important, but without the skills to interact well, and motivate and direct others, the change can be hard. This course will help you develop the skills you need to be a trusted, well-regarded leader.

*Contact hours: 3**Not financial aid eligible.***ZLDR-8948 Problem Solving & Decision Making****0.3 CEUs**

Problem-solving and decision-making is essential for leaders in our current world. Effective problem solvers and decision makers combine innovation and creativity with practical tools to comprehend and diagnose problems and identify and implement solutions. In this session, participants will learn how to use tools to diagnose the cause and generate effective solutions.

*Contact hours: 3**Not financial aid eligible.***ZLDR-8949 Coaching & Performance Management****0.3 CEUs**

Ongoing performance development involves establishing a systematic process that leaders can use to support employees. This process focuses on creating clear expectations for individual performance based on the organization’s goals. The goal of this session is to help leaders improve their people development skills by implementing a performance management system that helps every employee achieve their peak performance potential. Emotional Intelligence (EQ) is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods and impulses and to manage them according to the situation. This course provides tools for becoming emotionally intelligent in the workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems and use humor to build rapport in tense situations. Differentiate between ongoing performance development and annual performance appraisals.

*Contact hours: 3**Not financial aid eligible.***ZLDR-8950 Time Management & Prioritization****0.3 CEUs**

We are all swamped with work and personal responsibilities, projects, magazines to read, social media to keep up with and lots of other things we want to do as soon as we get caught up. Prioritization is an essential skill that we must master to make the best use of our efforts and those of our teams. This skill also helps create an atmosphere of calmness and fluidity that allows us to focus our energy and attention on things that are truly productive.

*Contact hours: 3**Not financial aid eligible.***ZLDR-8951 Conflict Resolution****0.3 CEUs**

Conflict in the workplace is a given; though we may try to avoid it, we cannot escape it. The ability to recognize conflict, understand the nature or cause of the conflict and resolve conflict effectively will benefit individuals, teams and the organization as a whole. Developing the skills to handle conflict in the workplace is essential; not only will it increase morale and productivity at work, but will be of value in all areas of life.

*Contact hours: 3**Not financial aid eligible.*

**ZLDR-8952 Adaptability & Change Enablement****0.3 CEUs**

An organization's ability to effectively drive change depends on its ability to engage its most valuable resource — its people — in the process.

This course provides the skills and resources leaders need to accelerate change implementation and create an agile work environment in which people are more open to change. Change happens all around us — at home, in our communities and at work. The only constant of change is that it is unavoidable. Anxiety over the unknown, changes in roles and responsibilities and/or processes can result in unhappy, unproductive and stressed-out employees. Embracing change is easier when we know what the changes are, why they are happening, the benefits they will yield and how to overcome barriers to change.

*Contact hours: 3*

*Not financial aid eligible.*

**ZLDR-8953 Diversity, Equity, Inclusion, & Belonging****0.3 CEUs**

Unconscious (or implicit) biases are social stereotypes about certain groups of people that are formed outside of our own conscious awareness. Every person who has ever interacted with or seen another human being has unconscious biases that shape the way they view and think about other groups of people. At the individual level, these biases can negatively impact work relationships and performance. At the societal level, they can lead to an unfair and hostile environment for certain groups. Although we all have unconscious biases, it doesn't mean we can't control and change them. It's up to each of us to take responsibility for our own biases, as they can have harmful, real-world outcomes.

*Contact hours: 3*

*Not financial aid eligible.*

**ZLDR-8958 Transportation Frontline Leadership Certificate****6.6 CEUs**

This custom program consists of 12 modules for a total of 66 hours of training, every Wednesday from April 17 through July 24. Courses will be offered in three-hour or eight-hour sessions and delivered either virtually or in person sessions. A schedule will be provided upon successful confirmation of your registration.

*Contact hours: 66*

*Not financial aid eligible.*