

LEADERSHIP (ZLDR)

ZLDR-0145 Life Coach Career Prep (Online) 54.5 CEU's

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, as well as personal aspirations. You will learn coaching fundamentals, including listening skills and the language of coaching. You will also go beyond the basics, learning how to work with individual clients, helping them establish their personal and professional goals.

Contact hours: 545

Not financial aid eligible.

ZLDR-0146 Start Your Own Business in Career Coaching (Online) 94.5 CEU's

The purpose of this course is to give the student tools, information, and strategies to equip them for success when starting a career coaching or life coaching business. We will discuss topics such as risk, economics, the global market, ethics, legal considerations, organization, human resources, and marketing. Students will gain a practical understanding of the components of a small business, and the steps to creating and establishing a business.

Contact hours: 945

Not financial aid eligible.

ZLDR-0147 Customer Service Representative (CSR) Exam Prep (Online) 20 CEU's

The customer service representative plays an essential role in an organization's success by providing information about and resolving problems with various products and services. This course prepares you to become an outstanding, reliable and successful customer service representative in a business or other organization. Learn about the various duties and responsibilities of the customer service provider and practice them through a variety of exercises, hypothetical interactions and assignments. Graduates are prepared to take nationally recognized customer service certification exams including, but not limited to, the HDI Customer Service Representative (HDI-CSR) certification exam.

Contact hours: 200

Not financial aid eligible.

ZLDR-0149 Basic Management Skills (Online) 3.2 CEU's

This course presents the skills needed to help you move into a management position, along with key strategies to help you understand how to navigate the "management minefield" with ease. Learn methods for dealing with unruly employees, the role of office politics and listening techniques that will help you understand what your boss is expecting.

Contact hours: 32

Not financial aid eligible.

ZLDR-0152 Fundamentals of Instructional Design (Online) 2.4 CEU's

Students will explore ways in which courses can be designed. They will be introduced to the ADDIE design model and other design models that may work in other environments. Students will write instructional objectives and design a unit of instruction and assessments that support the instructional objects, and will plan an evaluation of their instructional materials.

Contact hours: 24

Not financial aid eligible.

ZLDR-0156 Inclusive Champion Certificate (Cohort) 1 CEU's

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: 10

Not financial aid eligible.

ZLDR-0157 Inclusive Leadership Certificate (Cohort) 2 CEU's

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 20-hour 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: 20

Not financial aid eligible.

ZLDR-0181 The 4 Essential Roles of Leadership: Execute Your Team's Strategy and Goals 0.4 CEU's

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 CEU's

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 CEU's

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-0185 Ongoing Performance Management

0.4 CEU's

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 CEU's

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-0189 The Experienced Manager Certificate (Cohort)

5.2 CEU's

The Experienced Manager Certificate is a 6.5-day (52-hour) program that 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 cohort includes all 11 classes (specific dates and times) for one fee.

Contact hours: 52

Not financial aid eligible.

ZLDR-0194 The 7 Habits of Highly Effective People: Foundations

0.8 CEU's

Great performance requires a common set of values, behaviors and skills that align individual capabilities to strategy. Understand how to balance the demands on your time, work more effectively with others and self-renew. Learn the timeless principles of human effectiveness that propel you toward greater maturity and performance. The 7 Habits Foundations program will help ensure strong individual performance at all levels. This is a one-day introduction to The 7 Habits of Highly Effective People 4.0.

Contact hours: 8

Not financial aid eligible.

ZLDR-0195 The 7 Habits for Managers: Essential Skills and Tools for Leading Teams

1.6 CEU's

Successfully leading a team takes a unique and different set of skills than those of an individual contributor. It's hard to be a good boss! Many leaders and managers have been promoted due to their individual competence and performance but may struggle when it comes to leading and managing people. The 7 Habits for Managers: Essential Skills and Tools for Leading Teams is an intensive, application-oriented learning experience that focuses on the fundamentals of great leadership and its execution. Perfect for both new and experienced frontline managers, this two-day program will provide the mindsets, skills and tools to help managers meet today's management challenges.

Contact hours: 16

Not financial aid eligible.

ZLDR-0196 The 5 Choices to Extraordinary Productivity

1.6 CEU's

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-0210 Human Resources Soft Skills Bundle (Online)

15.2 CEU's

The Human Resources Soft Skills Bundle combines the skills needed to successfully maintain employee relations within a company. Participants will learn to handle numerous human resource situations such as interviewing, orientation, training, safety, harassment, discrimination, violence, discipline and termination. Within these workshops, students will learn business succession planning, contract and crisis management, employee onboarding, recruitment, termination, health and wellness at work, hiring strategies, workplace diversity, and strategies to address harassment.

Contact hours: 152

Not financial aid eligible.

ZLDR-0211 Supervisors and Managers Soft Skills Bundle (Online)
13.6 CEU's

The Supervisors and Managers Soft Skills Bundle equips managers with the basic skills needed to maintain employee motivation and production. Within these workshops, students will learn budgets and financial reports, coaching and mentoring, conducting employee reviews, employee motivation, knowledge management, leadership and influence, Six Sigma, office politics, performance management, self-leadership, supervising others and teambuilding. Managers and supervisors will become more efficient and proficient, learning how to better delegate, manage time, set goals and expectations, provide feedback, resolve conflict, and administer discipline.

Contact hours: 136

Not financial aid eligible.

ZLDR-0212 Workplace Essentials Soft Skills Bundle (Online)
15.2 CEU's

The Workplace Essentials Soft Skills Bundle assists participants with a variety of skills needed for customer and business support. Participants will acquire a strong skill set, acquiring skills needed to deal with difficult customers, generate return business, and facilitate teamwork within the company. During these workshops, students will learn business ethics and etiquette, change management, civility in the workplace, customer service and support, conflict resolution, networking, risk assessment, safety in the workplace, and teamwork and teambuilding skills.

Contact hours: 152

Not financial aid eligible.

ZLDR-0225 Frontline Manager Certificate Program: Boot Camp
3.8 CEU's

Frontline managers and supervisors play a vital role in 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 CEU's

"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 CEU's

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-0294 Moving From Peer to Boss
0.4 CEU's

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-1029 Managing Conflict in the Workplace
0.4 CEU's

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
0.4 CEU's

Everyone looks at things differently. Today, the companies with the greatest competitive advantage are those that can make the most of their employees' diverse abilities. This course gives participants effective tools for appreciating others' unique perspectives, understanding people's inherent differences, and collaborating in mutually beneficial ways.

Contact hours: 4

Not financial aid eligible.

ZLDR-1053 Adapting Across Cultures Through Emotional Intelligence
0.2 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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-1266 Communicating for Leadership Success (Online)
0.3 CEU's

This foundation course introduces leaders to essential interaction skills that are critical to leadership success. These core behaviors allow leaders to be effective in the situations they handle on a daily basis, such as coaching, delegating and driving change.

Contact hours: 3

Not financial aid eligible.

ZLDR-1267 Addressing Poor Performance (Online)
0.2 CEU's

Many leaders struggle with employees who exhibit poor performance or work habits despite repeated coaching. This course builds leaders' skill and confidence in handling chronic performance problems.

Contact hours: 2

Not financial aid eligible.

ZLDR-1268 Coaching for Peak Performance (Online)
0.35 CEU's

This course helps leaders handle both proactive and reactive coaching discussions. By understanding the importance of four coaching techniques, learners can have more effective and efficient interactions. The session incorporates a fast-paced game to understand the techniques. Since both proactive and reactive coaching discussions can be challenging, participants will use their own situations to make the course especially relevant to them.

Contact hours: 3.5

Not financial aid eligible.

ZLDR-1269 Building and Sustaining Trust (Online)
0.2 CEU's

What does trust have to do with business success? Everything! Trust is directly linked to employee engagement, retention, productivity and innovation. Leaders who demonstrate trust and trustworthiness inspire higher levels of performance and organizational commitment. This course introduces the Trust Builders — actions leaders can take to build and sustain trusting relationships — as well as common Trust Breakers that can quickly erode or break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

Contact hours: 2

Not financial aid eligible.

ZLDR-1288 Emotional Intelligence (EQ) 2.0
0.4 CEU's

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-1289 Personal Strengths Strategy Coaching with a Certified Strengths Coach
0.3 CEU's

What is right and strong about you? GOAL: Sometimes it is easier to recognize what you don't want rather than what you do want. In our coaching sessions, we will concentrate on using your strengths consciously to maximize success, promote confidence and have long-term impact. Your strengths are your biggest advantage for attaining peak performance and continuously moving forward. In strengths-based coaching, we apply this positive approach to identifying what is right and strong about you, and how to meet your goals and aspirations.

Sandra Vogel, Ph.D., strategic strengths coach, will assist you by carefully listening and offering nonjudgmental feedback, and supporting you by offering accountability, affirmation and an action plan to help achieve your goals.

Contact hours: 3

Not financial aid eligible.

ZLDR-1308 Developing Yourself and Others
0.4 CEU's

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-1505 Coaching Towards Your Ideal Professional Future
0.2 CEU's

Want to take your career to the next level? Working with an experienced and qualified coach can help. Your coaching sessions will help you develop aspirations and goals, and explore opportunities. With help from your coach, you will create an action plan that will help you reach your goals.

Contact hours: 2

Not financial aid eligible.

ZLDR-1506 Career Coaching
0.3 CEU's

Do you feel stuck in your career or want to take your career to the next level? This career-coaching session will help you remove obstacles in your way and give you the confidence to take the next steps.

Contact hours: 3

Not financial aid eligible.

ZLDR-1510 Advanced Business Writing
0.4 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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-1527 The 4 Essential Roles of Leadership: Create a Shared Vision and Strategy
0.4 CEU's

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-1529 Virtual Leadership Certificate Program
1.6 CEU's

Build a blueprint for leadership in a virtual environment. As a result of the 2020 global health crisis, leaders must learn to manage virtual teams in a volatile, uncertain, complex and ambiguous (VUCA) environment. Discover the steps you can take to help your virtual or mixed (co-locating and virtual) teams survive and thrive in this VUCA world.

Contact hours: 16

Not financial aid eligible.

ZLDR-1530 Virtual Worker and Team Member Certificate Program
1.2 CEU's

Become a "first-choice remote employee" — competent, committed and in control. Though effective virtual work might look slightly different in various industries, settings and roles, its core elements remain the same. It requires the integration of a variety of key skills that, when demonstrated, can give you an edge in making the desired impact as a remote team member. Examine what virtual workers and team members must do in order to be productive, professional, healthy and, most of all, visible.

Contact hours: 12

Not financial aid eligible.

ZLDR-1531 Senior Professional in Human Resources (SPHR®) Exam Prep (Online)
13.5 CEU's

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-1532 Professional in Human Resources (PHR®) Exam Prep (Online)
13.5 CEU's

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-1559 Overcoming Conflict in a Diverse Workplace
0.4 CEU's

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 CEU's

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 CEU's

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 CEU's

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 CEU's

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.