

Professional Essentials Certificate Program

Have you just been promoted or are you ready to move into a Managerial or Supervisory position? Do you possess the skills needed to be responsible for efficiency, productivity, and quality service in your business or organization? Are you able to detect and deal with tensions, power struggles, and turf issues while still promoting key values?

The University of Arizona Center for Computer & Professional Education (CCPE) has developed a Leadership Certification program designed to teach participants the essential skills for transitioning into Managerial or Supervisory positions.

To earn the Certificate, all five classes must be taken, but classes may also be taken individually as desired.

UA Code	Course Title	Length	Tuition
PROF101	Communication Essentials	½ Day	\$215
PROF301	Supervision/Leadership	1 Day	\$295
PROF302	Conflict Management	½ Day	\$215
TIME101	Time Management	½ Day	\$215
PROF105	Business Writing	½ Day	\$215
Tuition:			\$1,155
*One-Rate Tuition:			\$982
Approximate length of time to complete the Professional Essentials Certificate course is two weeks.			

Sign up online at www.outreachcollege.arizona.edu/comped or call 520.621.8632

**One-Rate Tuition Discount*, 15% off the total tuition cost when students pay the full One-Rate Tuition when they sign up for the track. Other discounts may not be combined.

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Course Descriptions

PROF101: Communication Essentials: (1/2 day)

Examines the nature of effective communication, including strategies for avoiding dysfunctional communication foundations and an introduction to the basic models of communication.

PROF301: Supervision/Leadership: (1 day)

Offers an overview of how to inspire, influence, and organize staff members to accomplish key goals. Theories and assessment of leadership will be covered, as well as organizational and management theory, the purpose and function of management/leadership, and the foundations and sources of power.

PROF302: Conflict Management: (1/2 day)

Examines the concepts of analyzing, recognizing, characterizing, and objectifying conflict. How to create and apply appropriate dispute resolution methodologies will be discussed, as will approaches to a variety of conflicts and the subjective elements of conflict.

TIME101: Time Management: (1/2 day)

Participants will learn principles of time management that help them improve organization of schedules to become more productive both at work and home. Students will learn to change behavior to reduce or eliminate stress caused by poor time management.

PROF105: Business Writing: (1/2 day)

Write memos and letters that get the results you want. Create reports and proposals that keep things running smoothly in your organization. Ensure that your business correspondence reflects positively on your company. Clear, persuasive, to-the-point business writing isn't difficult, but it requires knowing what questions to ask and how to answer them. Develop a better understanding of the underlying purpose of everything you write, and use this knowledge to persuasively deliver information to your supervisors, colleagues, clients, and customers. Learn to write less, say more, and communicate succinctly.

General Information:

Location: West side of The University of Arizona campus in the University Services Building, 888 N. Euclid Ave., third floor

Tuition: Includes textbooks, class materials, free covered parking, and the opportunity to audit the **exact** same class (same title) at no charge for one year.