

## Leading and Influencing Change

Whether adopting new technology or adapting to a drastic shift in an organization's core focus, change is a constant in any successful business. Managers play a fundamental role in successful effecting changes across an organization, and meanwhile, humans, by nature, will often resist change out of fear of the unknown. This course addresses the key issues managers face in a dynamic environment. By understanding the steps in effecting change and how to overcome resistance, a manager can successfully lead and influence change at various levels of an organization.

## Engaging Multi-Generational Workforce & Communication Skills

The benefits of a multi-generational workforce may seem obvious, they can easily be overlooked in an effort to meet other organizational goals. In this course, you will learn the differences between current generations that are working together. You will explore various considerations for attracting, recruiting, and retaining an age-diverse workforce. You will also learn how age-diversity can influence a company's success, innovation, and productivity. The course will address how to use communication skills to leverage each generation's unique strengths.

## Enhancing Diversity, Equity, & Inclusion

To achieve diversity and inclusion, organizations need to create an inclusive culture where all employees are respected and appreciated, have equal access to workplace opportunities, and are equitably compensated. In this course, you will learn about how to create, encourage, and develop a diverse, equitable and inclusive culture. You will explore the Pillars of Inclusion, traits of an inclusive leader, strategies to assess employee buy-in, professional development opportunities, and workplace accessibility. This course will help you create actionable strategies and offer guidance to lead and manage DE&I initiatives, as well as gain the awareness and sensitivity to remove structural and social barriers in your organization as you develop teams and leadership in your workforce that reflect the diversity of consumers

## Project Management & Managing Multiple Priorities

This course will help you regain control over your workload, increase your efficiency, and ease your stress. Learn ways to dig out from beneath the mountain of paperwork, emails, and assignments, and eliminate anxiety over and frustration about your many responsibilities. Discover strategies for goal setting and prioritizing, as well as methods for overcoming procrastination. Learn to handle professional challenges with confidence. This course will also provide you with course provides you with the fundamental knowledge and skills to successfully lead a project. .

## Developing Emotional Intelligence & Stress Management

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the personality style of individuals and adjust your communications accordingly without being controlled by your underlying emotions. This course will focus on the core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation, and empathy. You will learn to develop and implement these competencies to enhance your relationships in work and life by increasing your understanding of social and emotional behaviors and learning how to adapt and manage your responses to stressful situations. You will also learn about activities and practices you can engage in on a regular basis to reduce stress and maintain and enhance our short- and longer-term health and well-being.

## Strategic Planning

Leaders need effective strategy formulation skills to reach business goals and improve profitability. This course will provide you with strategic planning knowledge and skills for leaders and managers at all levels. From the basics of strategic planning to implementation of a strategic business plan, learning and applying these skills will help you define and articulate your organization's core competencies, vision and mission and effectively map your organization's future success. This course is designed to combine proven-by-practice methods with new insights and ideas from a wide range of current strategic thinking.

## Business Development

This course will help you to learn some practical negotiation techniques and strategies, and to plan your negotiations to give you the greatest chance of success. Covering the principles, the preparation and the practice of negotiating skills, this course combines theory with practical activities and scenarios, that will help you put what you learn into practice. This practice will help participants make good use of these opportunities for self-improvement and growth.

## Negotiation Skills

Business development can be summarized as the ideas, initiatives, and activities that help a business grow. This course is all about learning how leading companies and organizations create successful opportunities and strategies for growth - and then learning the tools and techniques to develop your own growth strategies. Developing a strategy that can grow a business is an essential skill for any emerging leader in any sector - whether as a marketing professional, manager or consultant.

## Ethical Decision Making

Business leaders, managers, and staff at all levels of an organization will face decisions in their pursuit of moving the business forward—however, some decisions may be easier to navigate than others. When faced with a situation where no clear answer rings out, how do you decide on the best course of action? This course introduces learners to the principles and processes involved in making ethical decisions—that is, making decisions that are based on close examination of different ethical frameworks, the notion of right and wrong, and moral standards. This course pays special attention to situations within the realm of human resources, where upholding an ethical approach to decision making is crucial.