

Workplace Essentials Certificate 48 hours • noncredit certificate

The Workplace Essentials Certificate aims to provide students with the skills and knowledge to be successful in the workplace. Students will learn how to maximize efficiency, engage in strategic problem solving, and clearly communicate with internal and external stakeholders. These skills will allow both students with extensive experience in the workplace and those entering the workforce to improve their effectiveness and advance in their career. This certificate also serves as a gateway into other noncredit and credit programs.

Required Courses (to earn certification)

PDS-808 Critical Thinking, Problem Solving and Decision Making (12h)

In today's workplace, it is everyone's job to solve problems and make decisions. Analytical thinking, decision making and problem solving involve breaking things down into their component parts, applying deductive reasoning and then applying judgment and insight. Learn hands-on techniques to generate breakthrough ideas, make decisions, and solve your most pressing problems. All by asking the right questions, challenging assumptions, and seeing others' viewpoints with clarity.

PDS-809 Business Writing in a Technological World (12h)

Participants will develop effective and professional business writing skills using business tone, organization and formatting, word choice and persuasion. Matching the delivery channel (email, letter, memo, or text) to the message type and situation will be covered, as well as the best methods to deliver bad news.

PDS-810 Time Management (12h)

Participants explore time management strategies and tools for effectively managing expanding workloads, shifting priorities and increasing demands. Practice prioritizing "important" versus "urgent" activities. Emphasis on analyzing current use of time; identifying organizational goals, roles and priorities; discovering gaps to achieving goals; and applying time management tools to the gaps to complete important priorities first.

PDS-812 Workplace Communication Strategies (12h)

Participants assess and optimize current workplace communication skills. Differentiate content, emotions, perceptions, and intentions in a communication exchange. Build an advanced communication toolkit to forward your career. Illustrate clear and congruent verbal and nonverbal messages tailored to the personalities involved, the desired outcomes, and the context.