

## *Competency Match*

To assist you in planning for your training investment and deciding on the right professional development programs for you and/or your employees to attend, the following list provides a “match” of our programs to competencies in the workplace. Use this list and refer to it often to decide upon the best programs that you or your employees should attend. If you don’t see the competency you’re looking for, give us a call. We may be developing a program to address this competency. We can also customize one to fit your organization’s specific needs!

### *Competency*

### *Corporate University Program*

#### **Accountability**

*Developing an Accountable Culture*

#### **Certifications**

*Certificate of Supervision*

*Certificate of Management*

*Certificate of Leadership Excellence*

*Lean Six Sigma Training and Certification*

*Certificate for Executive Assistants*

*The SHRM Learning System*

#### **Change**

*Developing an Accountable Culture*

*Leading a Culture That Embraces Change*

*Key Attributes for Success at Work: Emotional Intelligence*

*Creating a Customer Service Culture*

#### **Coaching**

*Developing an Accountable Culture*

*Coping with Difficult Behaviors*

*Enhancing Communication Skills for Managers*

*Creating Engaged Employees*

#### **Communication**

*Essentials of Interpersonal Communication*

*Enhancing Communication Skills for Managers*

*Coping with Difficult Behaviors*

*Communication Strategies for Generations Working Together*

*Creating Engaged Employees*

*Proven Techniques for Captivating Listeners*

*Developing an Accountable Culture*

*Turning Conflict into Collaboration*

#### **Conflict Resolution**

*Turning Conflict into Collaboration*

*Developing an Accountable Culture*

*Essentials of Interpersonal Communication*

*Coping with Difficult Behaviors*

*Communication Strategies for Generations Working Together*

<b>Customer Service</b>	<p><i>Creating a Customer-Service Culture</i></p> <p><i>Coping with Difficult Behaviors</i></p>
<b>Decision Making</b>	<p><i>Effective Decision Making</i></p>
<b>Delegation</b>	<p><i>Effective Delegation Skills</i></p>
<b>Discipline</b>	<p><i>Managing Discipline</i></p> <p><i>Coping with Difficult Behaviors</i></p>
<b>Diversity</b>	<p><i>Managing Differences: The Business Formula</i></p> <p><i>Communication Strategies for Generations Working Together</i></p>
<b>Giving Feedback</b>	<p><i>Developing an Accountable Culture</i></p> <p><i>Essentials of Interpersonal Communication</i></p> <p><i>Enhancing Communication Skills for Managers</i></p> <p><i>Managing Discipline</i></p> <p><i>Coping with Difficult Behaviors</i></p>
<b>Human Resource</b>	<p><i>Managing Discipline</i></p> <p><i>The SHRM Learning System</i></p> <p><i>The Symposium at Kent State Stark</i></p> <p><i>Motivating Employees</i></p>
<b>Influence</b>	<p><i>Turning Conflict into Collaboration</i></p> <p><i>Developing an Accountable Culture</i></p> <p><i>Leading a Culture That Embraces Change</i></p> <p><i>Motivating Employees</i></p> <p><i>Proven Techniques for Captivating Listeners</i></p> <p><i>Communication Strategies for Generations Working Together</i></p> <p><i>Developing Others</i></p> <p><i>Effective Negotiations</i></p> <p><i>Creating Engaged Employees</i></p> <p><i>Navigating the Organizational Waters</i></p>
<b>Interpersonal Communication</b>	<p><i>Developing an Accountable Culture</i></p> <p><i>Essentials of Interpersonal Communication</i></p> <p><i>Enhancing Communication Skills for Managers</i></p> <p><i>Coping with Difficult Behaviors</i></p> <p><i>Coaching Generations Working Together</i></p> <p><i>Key Attributes for Success at Work: Emotional Intelligence</i></p>
<b>Leadership</b>	<p><i>Visioning Leadership</i></p> <p><i>Developing Others</i></p> <p><i>Creating Engaged Employees</i></p>

	<p><i>Certificate of Leadership Excellence</i></p> <p><i>The Symposium at Kent State Stark</i></p> <p><i>Effective Decision Making</i></p> <p><i>Navigating the Organizational Waters</i></p>
<b>Lean Operations</b>	<i>Lean Six Sigma Training and Certification</i>
<b>Listening</b>	<p><i>Essentials of Interpersonal Communication</i></p> <p><i>Enhancing Communication Skills for Managers</i></p> <p><i>Proven Techniques for Captivating Listeners</i></p>
<b>Management</b>	<p><i>Certificate of Management</i></p> <p><i>Creating Engaged Employees</i></p> <p><i>The Symposium at Kent State Stark</i></p>
<b>Meeting Management</b>	<i>Leading Effective Meetings</i>
<b>Motivation</b>	<p><i>Developing an Accountable Culture</i></p> <p><i>Motivating Employees</i></p> <p><i>Creating Engaged Employees</i></p>
<b>Negotiating</b>	<i>Effective Negotiations</i>
<b>Operational Excellence</b>	<p><i>Lean Six Sigma Training and Certification</i></p> <p><i>Operational Excellence Consulting and Training Services</i></p>
<b>Organizing</b>	<p><i>The Hamster Revolution</i></p> <p><i>Time Management Redefined</i></p>
<b>Planning</b>	<p><i>Time Management Redefined</i></p> <p><i>Essential Skills for Managing Projects</i></p> <p><i>Advanced Skills for Managing Projects</i></p> <p><i>Leading Effective Meetings</i></p> <p><i>Event Planning for the Executive Assistant</i></p>
<b>Setting Priorities</b>	<p><i>Essential Skills for Managing Projects</i></p> <p><i>Time Management Redefined</i></p>
<b>Presentation Skills</b>	<i>Proven Techniques for Captivating Listeners</i>
<b>Problem Solving</b>	<i>Effective Decision Making</i>
<b>Process Improvement</b>	<p><i>Lean Six Sigma Training and Certification</i></p> <p><i>Operational Excellence Consulting and Training Services</i></p>

<b>Project Management</b>	<i>Essential Skills for Managing Projects</i> <i>Advanced Skills for Managing Projects</i>
<b>Relationship Building</b>	<i>Essentials of Interpersonal Communication</i> <i>Coping with Difficult Behaviors</i> <i>Communication Strategies for Generations Working Together</i> <i>Motivating Employees</i> <i>Creating Engaged Employees</i>
<b>Six Sigma</b>	<i>Lean Six Sigma Training and Certification</i>
<b>Social Skills</b>	<i>Essentials of Interpersonal Communication</i> <i>Key Attributes for Success at Work: Emotional Intelligence</i>
<b>Supervision</b>	<i>Certificate of Supervision</i>
<b>Teams</b>	<i>Crash the Barriers: Build Your Team</i> <i>Team Facilitator Training</i>
<b>Time Management</b>	<i>Time Management Redefined</i> <i>The Hamster Revolution</i>
<b>Writing</b>	<i>3 Cs Approach to Business Writing</i> <i>The Hamster Revolution</i>

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*Your Corporate University*  
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