

Division of Continuing Education and Community Engagement
Workforce Development Certificate

Badge Title	Course Topic	Course Description	Value Statement	Learning Outcomes	Assessments
Workforce Development Certificate – 6 modules, interactive, online, self-paced course	Module 1 - Strengthening Personal Communication 3 - 4 hours	<p>This module will provide learning content on how to communicate more effectively. There are many ways to enhance personal communication skills. Key topics include emotional intelligence, communication styles, active listening, body language, writing emails, managing conflict, and change. As well as ways to be a great team member, both in-person and virtual.</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> -Viewing videos -Completing assignments - Reading articles, references, and general content 	Individuals who complete this course will develop skills that will prepare them for the workplace.	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>You will gain a better understanding of emotional intelligence and how to access and improve your emotional intelligence.</p> <p>The essential communication skills section will help you improve your communication styles, body language, listening, email etiquette, and being a better team player</p> <p>You will learn tips on how to participate, facilitate and lead effective meetings.</p> <p>Basic information on different models of giving and receiving feedback will allow you to make a shift in your mindset to accept feedback and give feedback effectively.</p> <p>Conflict can be uncomfortable, this section will teach you about conflict styles and approaches and the silver lining of conflict.</p> <p>Collaboration and teamwork is essential in the workplace. You will learn tips and behaviors to establish good collaboration.</p> <p>Change is inevitable in the workplace. You will gain a better understanding of how to manage, adapt and respond to change</p>	<p>Individuals will be assessed with knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -Matching/multiple-choice questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions

	<p>Module 2 - Advancing Technology and Digital Literacy</p> <p>2-4 hours</p>	<p>This module will provide learning content on how to develop a better understanding and skills related to digital literacy, technology, and social media.</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> --Viewing videos -Completing assignments - Reading articles, references, and general content 	<p>Individuals who complete this course will develop skills that will prepare them for the workplace.</p>	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>You will gain a better understanding of what is digital literacy and how to be resourceful to find and consume content.</p> <p>You will develop essential technology skills and resources including Microsoft Office and Project Management that are frequently used in the workplace. You will also understand the importance of data analytics.</p> <p>The focus on social media will provide you with tips and tricks on how to stay connected and communicate on social media platforms.</p>	<p>Individuals will be assessed with knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -Matching/multiple-choice questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions
	<p>Module 3 - Building Problem Solving and Critical Thinking Skills</p> <p>3 hours</p>	<p>This module provides an overview of improving problem-solving skills and situation analysis. It then delves into decision-making and fine-tuning critical thinking skills.</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> --Viewing videos -Completing assignments - Reading articles, references, and general content 	<p>Individuals who complete this course will develop skills that will prepare them for the workplace.</p>	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>How to solve problems by learning steps and techniques for effective problem-solving.</p> <p>You will obtain how to analyze risks for better decision-making as well as use a decision matrix to make decisions.</p> <p>You will develop critical thinking processes and skills.</p>	<p>Individuals will be assessed with knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -Matching/multiple-choice questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions

	<p>Module 4 – Embracing Diversity and Inclusion</p> <p>3-4 hours</p>	<p>This module starts with learning diversity how that comes into play in the workplace, how to understand values and culture, and embracing a sense of belonging.</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> --Viewing videos -Completing assignments - Reading articles, references, and general content 	<p>Individuals who complete this course will develop skills that will prepare them for the workplace.</p>	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>The overview of diversity basics will provide you with knowledge on biases, how to reduce stigma and improve compassion.</p> <p>You will gain a better understanding of diversity in the workforce and how to recognize and deal with racism.</p> <p>You will develop skills to make others feel they belong through authenticity and respect and how to develop a sense of belonging.</p> <p>You will learn how to how to understand values and culture and how to build resilience.</p> <p>You will learn the terminology and obtain resources to embrace diversity, equity, and inclusion.</p>	<p>Individuals will be assessed knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -Matching/multiple-choice questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions
	<p>Module 5 – Enhancing Professional Standards</p> <p>3-4 hours</p>	<p>This module will provide ways to enhance your professional standards. Topics such as personal branding, good work habits, and building rapport are a good basis for anyone in the workplace. The final topics move into ethics, respect, and accountability.</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> --Viewing videos -Completing assignments - Reading articles, references, and general content 	<p>Individuals who complete this course will develop skills that will prepare them for the workplace.</p>	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>With the focus on mastering self-promotion, you will learn to make yourself indispensable and be replaceable.</p> <p>You will learn what good work habits are, how to set goals, prioritize, organize and focus. You will also learn good customer service.</p> <p>You will gain an understanding of the importance of building positive rapport with others and</p>	<p>Individuals will be assessed with knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -Matching/multiple-choice questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions

				<p>creating strong connections in your network.</p> <p>You will learn the definition of ethics how to achieve good ethics in the workplace.</p> <p>You will learn the importance of respecting yourself and others.</p> <p>You will learn the importance of personal and mutual accountability and how to deal with potential obstacles.</p>	
	<p>Module 6 – Balancing Life and Work</p> <p>3 hours</p>	<p>This module will provide learning content to help you create your personal strategy so you can find the balance that works for you. There is also a focus on time management, having clear boundaries, and building a strong workplace</p> <p>Activities for this module include:</p> <ul style="list-style-type: none"> --Viewing videos -Completing assignments - Reading articles, references, and general content 	<p>Individuals who complete this course will develop skills that will prepare them for the workplace.</p>	<p>Individuals who complete this course will obtain the following knowledge and/or skills:</p> <p>You will learn how to create a healthy work-life balance and how to set priorities.</p> <p>You will learn time management skills including setting boundaries and how to focus by reducing multitasking.</p> <p>You will learn how to build strong and effective relationships in the workplace and how to stay present in the workplace.</p> <p>You will learn the importance of self-care and resilience and how it impacts mental health and wellness.</p>	<p>Individuals will be assessed with knowledge checks after each module in the following formats:</p> <p>Knowledge Checks include:</p> <ul style="list-style-type: none"> -Self-reflection questions -True/false questions - Open-ended questions such as fill in the blank/box -Answering content specific questions