

## 2019-2020 Professional Development Academy (PDA)

Certificates	Description	Course Title	Date
<b>Interpersonal Skills</b> (Held at CSM)	This certificate is for all who seek to build their interpersonal skills in the workplace.	Building Trust and Collaboration in the Workplace	Fri-9/20
		The Art of Asserting Yourself	Fri-9/27
		Intercultural Communication	Fri-10/04
		Strengthening Work Relationships	Fri 10/11
		Active Listening Skills for Improved Communication	Fri-10/18
<b>Communication Skills</b> (Held at SKY)	This certificate is for all who seek to improve their communication skills in the workplace.	Effective Leadership Communication	FLEX DAY Wed-10/09
		Dealing with Difficult People	FLEX DAY Thur-3/05
		Powerful Presentation Skills	FLEX DAY Fri-3/27
		Emotional Intelligence for the Workplace	FLEX DAY Fri-1/10
<b>Project Management</b> (Held at CAÑ)	This certificate is for all who manage events/projects and coordinate communication with various stakeholders.	Project Management: Tools and Tips	Fri-10/25
		Working as a High Performing Team	Fri-11/01
		Problem Solving and Decision Making	Fri-11/08
		Managing Time & Boosting Productivity	Fri-11/15
		Process Improvement	Fri-12/06
<b>Business Writing</b> (Held at SKY)	This certificate is for all who seek to write with clarity, impact, and efficiency.	Business Writing for Professionals – Basic	Fri-2/07
		Business Writing for Professionals – Advanced	Fri-2/21
		Writing Effective Reports & Proposals	Fri-2/28
		Writing Effective Emails	Fri-3/06
		Grammar for Grownups	Fri-3/13
<b>Supervisory Skills</b> (Held at CSM)	This certificate is for all who supervise or who aspire to supervise others.	Supervisory Essentials	FLEX DAY Wed-10/09
		Managing Up & Down	FLEX DAY Thur-3/05
		Giving Feedback & Managing Performance	FLEX DAY Fri-3/27
		Leading Productive Meetings	FLEX DAY Fri-1/10
<b>Performance Management</b> (Held at CAÑ)	This certificate is for supervisors and managers seeking tools and resources to coach, motivate, and manage employee behaviors.	Coaching for Effective Performance	Fri-3/20
		How to Have Difficult Conversations	Fri-4/10
		Documenting Performance	Fri-4/17
		Resolving Workplace Conflict	Fri-4/24
		Engaging & Motivating Employees	Fri-5/01