

LEADERSHIP DEVELOPMENT CERTIFICATES

XLSC 9011 Servant Leadership

There are many different leadership styles, one of which is Servant Leadership. In this course, we will explain Servant Leadership as a leadership style, describe the skills and characteristics that Servant Leaders need, and discuss how to apply this leadership style to your personal practice. 0.3 credits.

- 5 Clock hours/.3 PDU

The following certificates may qualify as academic credit or substitute for specific courses in the University of Massachusetts Global degree programs, emphasis areas, and/or academic certificate programs.

XLSC 9014 Coaching for Leaders Certificate

Coaching allows individuals to realize greater self-awareness, learn from their experiences and initiate action that contributes to personal growth and higher performance. Implementing best practice coaching skills helps build capacity and increases the potential of individuals, teams, and organizations. Whether you are formally coaching executives or using these skills to help develop your direct reports, the Coaching for Leaders Certificate provides a strong foundation to learn and apply effective coaching skills. The certificate includes three competencies: 1. Coaching for Leaders Fundamentals 2. Giving and Receiving Effective Feedback and 3. Emotional Intelligence. 1.5 credits.

- 25 Clock hours/1.5 PDU
- Equivalent Undergraduate Course (Credit Hour): General Elective - 1 credit
- Equivalent Graduate Course (Credit Hour): General Elective - 1 credit
- Equivalent Undergraduate Competency (CBE): General Elective - 1 credit
- Equivalent Graduate Competency (CBE): General Elective - 1 credit

XLSC 9015 Fundamentals of Communication Certificate

Communication is arguably the most important skill that anyone can develop. Effective communication is more than just an exchange of ideas and information. It involves the ability to clearly convey a message, be an effective listener and identify the underlying emotions and intentions behind the information. The Fundamentals of Communication Certificate includes four competencies: 1. Effective Communication 2. Emotional Intelligence 3. Conflict Resolution and 4. Giving and Receiving Effective Feedback. 1.5 credits.

- 25 Clock hours/1.5 PDU
- Equivalent Undergraduate Course (Credit Hour): COMU 101 Public Speaking 1 - 3 credits
- Equivalent Graduate Course (Credit Hour): HRCU 630 Globalization and Diversity - 3 Credits
- Equivalent Undergraduate Competency (CBE): COMC 101 Oral Communications - 3 Credits
- Equivalent Graduate Competency (CBE): HRCC 630 Conflict and Negotiation - 3 credits

XLSC 9016 Leadership Core Certificate

For organizations to grow and be successful, they need skilled leaders who can confidently lead others, while helping the organization achieve their goals and objectives. The Leadership Core Certificate provides leaders with skills and knowledge that are necessary to be successful in leading others, while increasing their own self-awareness and ultimately becoming a better leader. This certificate includes six competencies: 1. Self-Management 2. Emotional Intelligence 3. Effective Communication 4. Conflict Resolution 5. Performance Management and 6. Diversity & Implicit Bias. 3 credits.

- 45 Clock hours/3.0 PDU
- Equivalent Undergraduate Course (Credit Hour): OLCU 425 Leadership in Diverse and Multicultural Organizations - 3 credits
- Equivalent Graduate Course (Credit Hour): HRCU 603 Globalization and Diversity - 3 credits
- Equivalent Undergraduate Competency (CBE): OLCC 425 Leadership in Diverse and Multicultural Organizations - 1.5 credits or OLCC 430 Human Resources - 1.5 credits
- Equivalent Graduate Competency (CBE): HRCC 603 Globalization and Diversity - 3 credits

XLSC 9017 Leadership Transformation Certificate

Effective leaders know they cannot achieve extraordinary results on their own. They must also lead a team while developing their own skills and creating an environment that fosters growth, creativity, and innovation. The Leadership Transformation Certificate will help students build skills to lead effective teams, while expanding their own skill set at becoming a more effective leader. This certificate includes six competencies: 1. Employee Engagement 2. Team Development 3. Giving and Receiving Effective Feedback 4. Effective Delegation 5. Leading Change and 6. Coaching Fundamentals. 3 credits.

- 45 Clock hours/3.0 PDU
- Equivalent Undergraduate Course (Credit Hour): OLCU 414 Teambuilding - 3 credits
- Equivalent Graduate Course (Credit Hour): OLCU 614 Leadership & Team Development - 3 credits
- Equivalent Undergraduate Competency (CBE): OLCC 414 Team Building - 3 credits
- Equivalent Graduate Competency (CBE): OLCC 614 Team Leadership and Collaboration - 3 credits

XLSC 9018 Leading Teams Certificate

A strong team increases productivity, effectiveness, employee satisfaction and contributes to the overall success of the organization. Team leaders are not only responsible for their own performance, but also have to navigate the dynamics and performance of their team. The Leading Teams Certificate includes three competencies: 1. Team Development 2. Effective Communication and 3. Conflict Resolution. 1.5 credits.

- 25 Clock hours/1.5 PDU
- Equivalent Undergraduate Course (Credit Hour): General Elective - 2 credits
- Equivalent Graduate Course (Credit Hour): General Elective - 2 credits
- Equivalent Undergraduate Competency (CBE): General Elective - 2 credits
- Equivalent Graduate Competency (CBE): General Elective - 2 credits

XLSC 9019 New Manager Certificate

Becoming a new manager can be both rewarding and challenging at the same time. A new manager will need to acquire a new set of skills to be successful in this new role. The New Manager Certificate provides students with the essential skills needed to lead others, while learning about their own management style. To help navigate through this new and exciting challenge, this certificate includes six competencies: 1. Self-Management 2. Effective Communication 3. Conflict Resolution 4. Giving and Receiving Effective Feedback 5. Human Resources Fundamentals and 6. Peer to Manager Transition. 3 credits.

- 45 Clock hours/3.0 PDUs
- Equivalent Undergraduate Course (Credit Hour): HRCU 400 Human Resource Studies - 3 credits
- Equivalent Graduate Course (Credit Hour): BUSU 630 Business Process Analysis and Innovation - 3 credits
- Equivalent Undergraduate Competency (CBE): HRCC 445 Human Resource Management - 3 credits
- Equivalent Graduate Competency (CBE): BUSC 600 Leadership and Business Operations - 3 credits