



## Certificate in Business Administration

This Certificate in Business Administration has been created with a focus on professional development towards career advancement. Individuals will have the option of obtaining critical skills needed in order to build a foundation towards personal growth in the world of business. Many of the electives available can be utilized towards job specific functions for advancement.

**Certificate Duration:** 12 hours

**Program Tuition:** \$540.00

**Books:** \$30.00

**Student Assessment:** \$20.00

**Prerequisites:** None

**Certificate Core Courses:** Choose any (1) courses from the list below. This selection signifies the core course of study for this certificate program.

- 1000-5 Conflict Resolution-Dealing with Difficult People
- 1000-6 Communication Strategies
- 1000-13 Time Management – Get Organized for Peak Performance
- 1003-10 Stress Management
- 1003-11 Problem Solving & Decision Making
- 1003-12 Teamwork Building Better Teams

**Certificate Electives:** Choose any (2) courses from the categories listed below. See the website or catalog for full list.

[Career Development Training](#)

[Human Resources Training MS](#)

[Office Applications Training](#)

### **1000-5 Conflict Resolution - Dealing With Difficult People**

*In this course, participants will learn how their attitudes and actions impact others, new and effective techniques for dealing with difficult people, coping strategies for dealing with difficult people and difficult situations, how to identify times when they have the right to walk away from a difficult situation, and techniques for managing and dealing with anger. Techniques discussed are Reciprocal Relationships, Dealing with Change, The Agreement Frame, and The Ten Commandments of Change. **Prerequisite:** None*

### **1000-6 Communication Strategies**

*The goal of this course is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life. This course will help participants learn how to identify common communication problems that may be holding them back, develop skills to ask questions, learn what their non-verbal messages are telling others, develop skills in listening actively and empathetically to others, enhance their ability to handle difficult situations, and deal with situations assertively. **Prerequisite:** None*

### **1000-13 Time Management – Get Organized for Peak Performance**

*Time is money, the adage goes, and lots of it gets lost in disorganization and disruption. This course helps you organize and prioritize for greater workplace efficiency. You'll learn to get a grip on your office space, organize your work flow, learn how use your planner effectively, say no without guilt, and delegate some of your work to other people. This workshop is full of ideas for organizing your work area and your paperwork and working on the "right" things. **Prerequisite:** None*



For more info: go to [www.mylearningalliance.com](http://www.mylearningalliance.com)

### **1003-10 Stress Management**

*This course will explore the harmful long-term effects of stress on our mental and physical health and provide suggestions for managing our individual stresses more effectively. Strategies may include changes in lifestyle, stress management techniques such as relaxation and exercise, and the use of music or humor as coping strategies. Topics include: Identify the symptoms of chronic stress overload, identify how lifestyle choices can contribute to stress and how we can work toward making different choices, develop some techniques to help manage stress right now, and begin planning long-term protection against the cumulative effects of stress. **Prerequisite:** None*

### **1003-11 Problem Solving & Decision Making**

*If you are tired of applying dead-end solutions to recurring problems in your company, this course should help you reconstruct your efforts and learn new ways to approach problem-solving, and develop practical ways to solve some of your most pressing problems and reach win-win decisions. Topics included in this course: Learning Styles, Making Win-Win Decisions, Problem Solving Defined, The Problem-Solving Model: Problem Identification, Decision Making, and Planning and Organizing, A problem solving toolkit, the problem solving process, fishbone analysis, gradients of agreement, fact vs. information, decision making traps, implementation, types of decisions, and a personal action plan. **Prerequisite:** None*

### **1003-12 Teamwork Building Better Teams**

*Teams have become a principal building block of the strategy of successful organizations. Whether the focus is on service, quality, cost, value, speed, efficiency, performance, or other similar goals, teams are the central methodology of most organizations in the private, non-profit, and government sectors. With teams at the core of corporate strategy, your success as an organization can often depend on how well you and other team members operate together. How are your problem-solving skills? Is the team enthusiastic and motivated to do its best? Do you work well together? In most teams, the energies of individual members work at cross purposes. Individuals may work extraordinarily hard, but their efforts do not translate into team effort, and this results in wasted energy. By contrast, when a team becomes more aligned, a commonality of direction emerges, and individual energies harmonize. You have a shared vision and an understanding of how to complement each other's' efforts. As jazz musicians say, "You are in the groove." Topics discussed in this course include: Defining Teams, what is a team, types of teams, establishing team norms, characteristics of teams, ground rules, team contracts, working as a team, Glenn Parker Team Survey, Building team trust, the stages of team development, the TORI model, communication, listening, and becoming a good team player. **Prerequisite:** None*