

MANAGEMENT TOOLBOX, CERTIFICATE OF COMPLETION

Requirements

The Management Toolbox Certificate enables students to develop the delegation, communication, time management and motivation techniques and skills to open up additional work and advancement opportunities. This certificate is also a gateway into other noncredit and credit programs, helping students develop workplace skills and training that will qualify them for even more work opportunities.

There are no prerequisite requirements for this program, and courses are open to all students.

Code	Title	Units
PROW NC033	Successfully Leading and Developing People	0
PROW NC004	Workplace Communication Strategies	0

Learning Outcomes

1. Describe and apply three different management styles.
2. Construct and deliver a constructive criticism feedback session.
3. Identify one task to delegate and create a delegation plan.
4. Describe active listening techniques and the purpose of each.
5. Construct and deliver a perception checking statement.