Four Reasons to Earn an Online Certificate

Bridging the Gap from High School to College

Core Competencies for Today’s Business Leaders

Elevating the Role of the HR Professional
University continuing education organizations such as UCI’s Division of Continuing Education (DCE) have the primary university responsibility for providing lifelong education after graduation.

Universities are recommitting to what is called the 60-year curriculum (60YC) by extending lifelong learning into regular degree programs and beyond professional lives to education in retirement.

The UCI Osher Lifelong Learning Institute (OLLI) has served people by offering a variety of programs that are relevant to the interests of those who have, or are making the transition, from career to retirement. OLLI symbolizes the extending of university learning resources to those at one end of the spectrum of the 60YC.

However, more recently, UCI is recognizing that the 60YC begins in the freshman year as students choose a major and form some intention toward life after graduation. Over 80 percent of students and their parents believe that a university education is the best way to enter into a meaningful career. And with tuition costs continuing to rise, the demand for a college education that incorporates real world skill building is more important than ever.

In many UCI courses, our faculty requires students to work in groups and produce reports based on real-world issues. UCI is offering students a wide range of extracurricular experiences and courses to help prepare them for entering the work force. For instance, on a very elementary level, employers report that the most significant skill gap among student employees is the lack of knowledge of Excel and Microsoft Office.

Employers nationwide have identified skills that they value most—problem solving, professionalism, communications, teamwork, intercultural fluency, and more. The DCE is developing free courses for students that develop the skills they need. In addition, our certificate courses are articulating with courses offered in UCI degrees and we’re developing a digital credentialing system.

The 60YC provides the pathway to a continuous upgrade of the Orange County workforce. UCI is dedicated to a continuous relationship with OC employers to gain an understanding of the needs for workforce development so that pathways to higher paying jobs are being created for UCI students and citizens of OC.

Learn more about our efforts to develop a more robust 60YC for you by reading the articles in this magazine and by continuing to invest in your own 60YC with us.

Gary W. Matkin
Dean, Continuing Education
Vice Provost, Career Pathways
Leadership expert and author Kevin Groves serves up essential traits shared by today’s top professionals.

One of the essential qualities for long-term success in today’s business world is strong leadership—a broad category that has myriad components. And many of those components are constantly shifting and adapting to ever-changing global and cultural considerations, regardless of industry, NGO or non-profit.

It’s essential for up-and-coming leaders to stay abreast of the changes and new assessment tools available, while brushing up on timeless competencies and strategies necessary to excel in 2020, said Kevin Groves, leadership expert and noted author, as well as UCI Division of Continuing Education instructor and Pepperdine professor.

Groves has identified core competencies that all leaders need to master in order to build a strong foundation for success.

“It’s critical to develop competencies across three primary levels: leading self, leading teams, and leading organizations,” he said. “The most important leadership competencies for demonstrating influence and impact across these levels include integrity, strategic insight, self-awareness, collaboration skills, leading with purpose, mission and values, and inspiring others through a shared vision.”

Groves points out that collaboration skills are among the most crucial. Evolving technology and changing organizational structures require increasingly close coordination across business units and geographic regions, placing a premium on leadership styles that drive collaboration and influence without direct authority.

“The collaboration skills and competencies that are most critical for leaders in today’s complex, diverse stakeholder environments include communication and listening skills, consensus-building, managing conflict, and cultural intelligence.”

Groves elaborated on several key qualities he has researched and identified as essential for today’s leaders:

- **Strategic Insight**
  Leaders must demonstrate strategic insight and avoid “silo thinking” in their decision-making. “This way leaders can consistently adopt a ‘big picture’ view of the issues and challenges facing the organization,” Groves said. “Strive to consider multiple departments, business units, and/or regions and countries when making decisions.”

- **Collaboration Skills**
  Always seek input from stakeholders and invite a varied range of viewpoints.

- **Mission-Values Purpose-Driven**
  Remember who you work for and what the organization stands for—and act accordingly with a strong sense of purpose. “Leaders who are focused on their organization’s mission and values and are purpose-driven demonstrate passion for the institutional mission. They demonstrate core company values, selflessness and orientation.”

- **Inspire Others**
  Strive to inspire others to adopt all of these competencies. “Leaders who inspire others can effectively articulate a clear vision for the team, department or project, and inspire coworkers to execute a shared vision.”

- **Embrace Agility**
  Accept change as inevitable and adapt proactively. “Leaders who demonstrate agility can adapt to changing situations and stay flexible and open-minded. They work effectively with new people and teams and demonstrate an openness to new ways of doing things.”

- **Exhibit Self-Awareness**
  Above all, know thyself, be honest and constantly work on self-improvement.

“Leaders who demonstrate collaboration skills can effectively seek contributions and input from a range of internal and external stakeholders. This facilitates a collaborative work environment that’s open and receptive to the suggestions of others.”
Leaders who exhibit self-awareness have an accurate understanding of their strengths and limitations and actively seek to learn as much as possible from experiences, successes and mistakes. “This competency involves the willingness to develop any limitation in leadership skills and knowledge bases.”

**Integrity**

“Leaders who demonstrate integrity maintain a very high level of excellence, honesty and standards concerning all ethical, legal and regulatory issues. This competency also involves the willingness to make moral decisions despite the potential for negative consequences.”

Two emerging competencies have become increasingly relevant for effective leadership in the 21st century: Emotional Intelligence (or EQ) and Cultural Intelligence (CQ), Grove said.

“Leaders who demonstrate Emotional Intelligence are equipped with the skills to address setbacks and obstacles in a positive and constructive manner while maintaining a positive attitude throughout difficult circumstances. Leaders with Emotional Intelligence remain poised during highly charged or stressful periods and effectively role-model constructive approaches to pushing through setbacks and disappointments.”

There are validated tools for assessing EQ that can prove critical for leadership development. Groves’ company, Groves Consulting Group, uses the Leader Emotional Intelligence Assessment to measure EQ skills that include self-awareness and self-regulation, as well as interpersonal skills such as motivation, empathy and influencing.

“The combination of a validated leader EQ assessment and targeted development plan is an important part of leadership impact in today’s organizations where relationships and knowledge/data are the currency of the business.”

Cultural intelligence includes the ability to effectively lead across different cultures in terms of ethnicity, nationality, and group cultures such as generations — mainly Baby Boomers, Generation X and Millennials. It also considers occupational or professional cultures, academic background, political views and industry sector.

“Leaders with strong cultural intelligence possess the skills to influence others in cultural contexts that differ from their own personal background and world-views,” Groves said. “Rigorous research on leadership effectiveness in culturally diverse communities and regions supports cultural intelligence as a critical factor for successful collaborations and partnerships.”

It’s important to recognize that today’s workplace can be a mix of highly distinct generational cultures. For example, Millennials, who will comprise over 70% of the workforce by 2030, share a unique set of values that strongly distinguishes them from Gen X and Baby Boomers, according to Groves.

“Millennials value diversity, work/life balance and an enjoyable workplace, along with high frequency of performance feedback, team-based work, and high autonomy in work roles,” he added. They are also far more loyal to their own profession or calling compared to company loyalty.

“In general, leaders in today’s organizations must possess the CQ capabilities to navigate across multiple cultural groups, including multiple generations, cultural backgrounds, geographic locations, functional and professional groups, and other forms of cultural groups.”

UCI Division of Continuing Education’s leadership programs address these competencies and are designed for professionals at all levels. Learn more at ce.uci.edu/leadership

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— Kevin Groves
Upcoming Free Events:

- **Effective Communication: Your Key to Success in Independent Educational Consulting**
  Monday, October 28
  11am-12pm (PDT)

- **Data, Learning, and the Learning Record Store**
  Wednesday, November 6
  8:30-9:30am (PDT)

- **Live-Online GRE Strategy Workshop**
  Wednesday, November 6
  4-5pm (PDT)
  6-7pm (PDT)

- **How to Identify Opportunities and Evaluate New Business Ideas**
  Tuesday, December 3
  11am-12pm (PDT)

- **Environmental Management Information Session**
  Wednesday, December 11
  12-1pm (PDT)

- **Paralegal Career and Program Information Session**
  Wednesday, December 11
  6-7pm
  UCI Campus

- **Medical Device Development Information Session**
  Monday, December 16
  12-1pm (PDT)

Sign up at ce.uci.edu/events
UCI Division of Continuing Education partners with a number of universities to provide you a “next step” on your educational pathway. We have articulation agreements with the universities listed. These schools accept coursework from select UCI Division of Continuing Education certificate programs as credit toward specific degree programs.

Learn more at ce.uci.edu/transfer.

<table>
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<th>Certificate</th>
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| Clinical Trials: Medical Device and Drug Development | Keck Graduate Institute (KGI) Of Applied Life Science’s: Part-Time Master of Bioscience (MBS) Program  
Northeastern University, Master of Science in Regulatory Affairs for Drugs, Biologics, and Medical Devices OR Master of Science in Project Management |
| Communications Systems Engineering             | University of Wisconsin-Platteville, Master of Science in Engineering                       |
| Embedded Systems Engineering                   | University of Wisconsin-Platteville, Master of Science in Engineering                       |
| Medical Product Development                    | Keck Graduate Institute (KGI) Of Applied Life Science’s: Part-Time Master of Bioscience (MBS) Program  
Northeastern University, Master of Science in Regulatory Affairs for Drugs, Biologics, and Medical Devices OR Master of Science in Project Management  
University of Wisconsin-Platteville, Master of Science in Engineering |
| Organizational Leadership and Communication    | University of Wisconsin-Platteville, Master of Science in Organizational Change Leadership  |
| Personal Financial Planning                    | Cal Lutheran-California Institute of Finance, Master in Business Administration             |
| Project Management                             | University of Wisconsin-Platteville, Master of Science in Project Management                |
| Regulatory Affairs and Compliance              | Keck Graduate Institute (KGI) Of Applied Life Science’s: Part-Time Master of Bioscience (MBS) Program  
Northeastern University, Master of Science in Regulatory Affairs for Drugs, Biologics, and Medical Devices OR Master of Science in Project Management |
| Supply Chain Management                        | University of Wisconsin-Platteville, Master of Science in Integrated Supply Chain Management |
Experience University Research lets high school students take university-level courses on campus at UCI.

Valli Nachiappan dreams of studying engineering at an elite university, hopefully at her hometown UC Irvine or another UC school. The University High senior is focused and driven, with a strong educational background, but making that big jump to higher education is always quite jarring, even for the best students.

She wanted to get a taste of college before making the transition, so Valli enrolled in UCI Division of Continuing Education’s Experience University Research (EUR), an on-campus program that gives high school students from Southern California an opportunity to take college-level courses and experience life at a Top 10 public university.

It’s more than just getting a feel for college coursework, although there’s plenty of that. The best part of EUR might well be meeting counselors and professors, learning about the opportunities available at UCI and exploring academic and social life on campus, Valli said.

“*This was one of the best experiences I’ve had for sure. Firstly, I enjoyed the tour of the UCI campus that UCI students guided us through. It was really a nice experience seeing several college students in one place and seeing how college life is.*”

“What I really enjoyed was working with the instructors because they were so helpful and provided us with several resources if we didn’t understand the topics.”

Currently a junior at Capistrano Valley High, Brandon Trodick took the EUR’s project management course and found the experience to be a real eye-opener — the coursework as well as the atmosphere. He was most impressed by the wide gap between high school and university classes.

“The atmosphere was so much more professional, I guess you could say,” he added. “The classroom equipment, the way the coursework was delivered, even the chairs and desks.”

“*Everyone really wanted to be there and study hard, which made the lessons focused and really easy to follow. High school isn’t always like that.*”

Exploring university life

Valli was attracted to the engineering course, not only to prepare for college-level academics but also as a valuable addition to her resume in an increasingly competitive UC system. Having real university elective courses under your belt when you apply for admission can certainly make a candidate stand out.
"Out of all the courses Experience University Research offered, I found the engineering course most appealing," she said. "I was inclined toward it because it focused on Raspberry Pi programming, and though I knew some Python, I wanted to familiarize myself with the Raspberry Pi and how it works. I also wanted to experience studying at a college-level program taught by a UCI professor."

Valli was able to get lots of experience with the popular device, a small, stripped-down single-board unit mostly used to teach basic computer science. Since her class was hands-on and free flowing, she could stretch herself and be creative while experimenting with code. And she was able to keep the Raspberry Pi for future experimentation.

But perhaps the main thing she took away from her EUR experience was getting a preview of life on the campus of a world-class university. Interacting with older college students and having access to leading professors was an invaluable opportunity, she said.

"After the EUR program I learned that college classes are drastically different from high school classes, and it is mostly up to the student to be self-driven," Valli said. "Several of the assignments, notes and resources were available, and it was up to us to make use of them. This program helped me learn to manage my time well and understand how important it is to do your own work because there aren’t going to be parents or teachers hovering over you like in high school."

Brandon echoed those sentiments and added that the EUR program exposed him to a far more diverse group of students. It was similar to the type of international student body he would encounter at one of his target schools, either UCI, UCLA or Cal Tech.

"One of the best parts for me was interacting with students from so many different backgrounds," he said. "It was especially interesting and rewarding to meet and interact with my classmates who were from China. The EUR program is open to lots of international students along with locals."

**College-level coursework**

Experience University Research offers a broad range of university courses over two sessions, the first of which is available only to high school students. The second session is offered to high school and university students, covering advanced subject matter including global communication skills, social ecology, and international trade and supply chain.

All courses are designed to be academically challenging and serve as an introduction to the rigors and rewards of university life. And students can take one or more from either session risk-free, without affecting their GPAs. The idea is to better prepare the leaders of tomorrow for academic success and enhance qualifications to get into a competitive school.

For Brandon, it was an outstanding opportunity to get a jump on his ambitions to major in engineering, although right now he's especially interested in finance, specifically the stock market. He and Valli both feel that any of their college-bound high school peers could benefit greatly from the EUR program.

"I would absolutely recommend this program to other students," Valli said. "Even though it may seem short, it surely is a different experience. And while others may think that they can learn the same things online, the atmosphere and the instructors make this program so worth it. There are so many tours around the UCI campus and the labs, it really helps one get a feel of college life and the campus."

[link](ip.ce.uci.edu/EUR_SoCal)
Q. Why did you decide to become an instructor?
A. My first teaching job was in high school, teaching Photoshop to kids at a summer camp. Funnily enough, I took that job in high school because it was the highest paying job I could find, but after a few weeks I realized that I loved it. Teaching combines both the joy I get from being a part of the success of others with the problem solving required to explain something effectively. As an instructor at Flatiron School, I get the opportunity to witness when students start to understand something, and also when they receive life-changing job offers. It’s a very visceral feeling of impact.

Q. What’s unique about your teaching style?
A. I believe Flatiron School’s style is an extension of my personal teaching style. At Flatiron School, we believe the following are essential keys to successful teaching: teacher to student relationships matter, knowledge requires context, and students must learn to love the topic.

First, and I believe most importantly, is that teacher-student relationships matter. Understanding each person and their unique learning style allows our teachers to tailor our message. Whether it’s in a lecture, a 1:1, or while giving feedback on an assessment, we want every message our teachers are conveying to be fully understood by our students. Relationships are how we make sure that happens.

Second, for students to ascend beyond information gathering to applied knowledge they must understand the context of what they are learning. We do this at Flatiron School through explanations of how tools and techniques fit into the history and ecosystem of the topic. Throughout their careers, our students will need all sorts of skills and techniques. By providing context, we help ease the transition from topics we taught into what students are actually learning and doing on the job.

Finally, we have to teach students how to love what they are learning. Whether it’s programming or knitting, learning is hard. It can be so easy to devolve into negativity when learning. The only way to counteract that is by showing the joy in your teaching. Joy is infectious, and it’s our job to spread joy as much as possible.

Q. What’s your favorite lesson to teach and why?
A. How the internet works. We teach that lesson as students transition from the pure programming module, into writing software for the internet. It’s my first opportunity to really reveal what’s behind the curtain on a tool that every student uses all the time. Students are always shocked by the amount of physical and software infrastructure that goes into an experience that they use every day. Did you know sharks used to be a major problem for the internet? They were attracted to the electromagnetic fields around the undersea cables that connect the continents. The internet is incredible, and I love getting to share that with students every semester.

Q. What do you find most rewarding about being an instructor?
A. Just like baking a cake, the most rewarding experience is the outcome. Hearing success stories from former students is magical. Now that I’ve been teaching for a while, I have a number of students who are beyond their first job. I have alums who progressed from junior engineers to senior managers and directors of engineering teams.

This is equally true for the new Web Development program we are offering at UCI. We are thrilled to offer flexible course options that teach people the practical programming skills they need to accelerate their career – all while earning academic credit, and a Certificate from UCI. Getting the opportunity to have such a visceral impact on another person’s life is the best thing in the world.
By enrolling in Concurrent Enrollment, you can take advantage of over 5,000, UCI undergraduate and graduate courses without formal admission to the university, based on available space and permission of the course instructor and/or department. Courses carry university credit, may count toward a degree, and are taught by distinguished UCI faculty. Registration in Concurrent Enrollment does not constitute admission to UCI.

Concurrent Enrollment is ideal for you if you are:
• returning to school
• completing degree requirements from another college or university
• a high school student wanting to get a head start on college
• considering applying for admission to UCI
• preparing for graduate or professional school
• lifelong learners

When are Concurrent Enrollment classes offered?
Concurrent Enrollment is offered during the fall, winter, and spring academic quarters.

How many classes can I take?
You may enroll in a maximum of 2 courses not to exceed 8 units per quarter. Students intending to transfer course credit to another college or university should first verify acceptance of the course at that institution.

How do I obtain a UCI catalogue or schedule of classes?
Course descriptions are listed in the UCI General Catalogue, online at catalogue.uci.edu. The schedule of classes can be viewed online at websoc.reg.uci.edu.

ce.uci.edu/concurrent
Along with the rest of the business world, the role of the Human Resources professional is rapidly evolving, whether within the worlds of finance, healthcare or academia. No matter how proficient or experienced, HR pros need to stay up to speed with this changing landscape.

That’s why the Division of Continuing Education launched an in-house program for UCI HR employees – the Human Resources Business Partner Specialized Studies – designed to elevate and expand their roles within the university.

Why not use world-class university resources to educate university employees right on campus? The program was a revelation for Gabriel Contreras, an experienced HR professional who worked at UC Berkeley before coming to Irvine five years ago.

“The HRBP program offers a great variety of content as it relates to not only HR, but business in general. I especially loved the content relating to data and metrics,” said Contreras, now an HR Business Partner within the UCI Health Sciences department. “I love working with numbers and that was a big part of the curriculum.”

The good news is that you don’t have to be a UCI employee to take this innovative program. It’s now offered in a new online format available to the public. The HRBP Specialized Studies – which can be completed in as few as nine months – is designed to amplify an HR employee’s role within their organization and help them stay current with best practices.

Addressing the expanding role of today’s HR professional, the program provides the tools to assume more of a leadership role, while expertly managing the HR department. The courses are taught by top professionals from several diverse industries, covering areas such as metrics and analytics, organizational design and development, and more.

Contreras found time to talk about his experience during a busy late-summer schedule. The Anaheim resident gave insight on the program, why he chose to take it and how it has benefited his role at UCI.

You’ve been working within the UC system for several years. What were you doing before getting into Human Resources?

I started out working as a Recruiter, then later as an HR Generalist for UC Irvine Medical Center. One of the key things I took away from the Human Resources Business Partner program is that it helped expand my proficiency beyond just the ‘UC way,’ and become more aware of HR themes and best practices as an industry overall.

Is that what attracted you to the HRBP program?

Yes, what mainly attracted me was that we were going to gain insights from experts from other organizations, big names like Blizzard, Taco Bell, and more, a variety of industries. And the instructors all have such a wide array of experience, I knew they could add to my HR knowledge, since all of my experience has been within the UC system.
How has the role of HR changed over the years? And how does the program address this?

I feel the role of HR is changing because we are now being viewed as a true business partner to any organization, rather than a place you need to go to when you have your typical HR issue – discipline, termination, and so on. We are viewed as an active player, and the program addresses this by helping our goals align to our strategy, how HR can move the business or organization forward. It places HR at the front end of strategy rather than a reactionary department to the organization.

What sort of approach does the program take?

It offers a great variety of content, not only as it relates to Human Resources but also business strategies in general. And I especially loved the content relating to mining data and interpreting metrics. I’m the type that loves to work with numbers and it was interesting to see how that approach is being used pretty much everywhere now, not just in certain businesses or industries.

Talk a bit about the overall experience. Was it experiential and hands-on?

Well, there was quite a bit of group work involved, which often had us looking at our own operations or roles and how we can apply what we’re learning to our current jobs. The capstone project at the end was especially enlightening; we had to come up with an idea that we could use in our department using whatever theme or topic we had learned through the course.

How did the program elevate your proficiency as an HR professional?

It elevated my proficiency overall and it helped me see the big picture and how my role fit into that. The program also made me think more strategically in my approach to certain tasks and projects. It really helped me break down some barriers I had when it came to how I approached my day-to-day role.

How would you characterize the quality of instructors?

They’re fabulous. The instructors have such a wide breadth of experience and truly are an open book when it comes to one-on-one interaction and answering questions. They offered great insights and knowledge.

Would you recommend the program to HR professionals?

Absolutely. I would certainly recommend the program to anyone in the HR field.

Let’s switch gears for a minute. What about your life outside UCI? What do you like to do in your downtime?

My wife and I really enjoy the outdoors, tent camping in particular. We’ve visited five national parks: Yosemite, Sequoia, Grand Canyon, Joshua Tree and Death Valley. Right now, we’re expecting our first child in November and we couldn’t be more excited.

• ce.uci.edu/hrbp
SIX WAYS TO DETERMINE IF ESL CAN HELP YOU

Do you want to...

Y  N  Check all that apply.

- Master advanced-level English grammar and apply it to your writing and speaking?
- Build on your English pronunciation skills, including the proper articulation of individual sounds and word stress?
- Learn impromptu speaking, discussion, and negotiation strategies?
- Make smooth and polished presentations in English?
- Communicate more effectively by cultivating your speaking and listening skills?
- Improve your writing clarity, spelling, punctuation, and sentence and paragraph formation?

If you answered yes to any of the questions above, our ESL programs may help you achieve your goals and advance your career.

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Dr. Joanne Zinger
Program Director
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your business continuity efforts to prepare for a natural or man-made catastrophic emergency event

**COLLABORATE**
with local, state and federal agencies

**PLAN**
your response procedures

**IMPLEMENT**
emergency plans

**RESPOND**
to a crisis based on established models and practices

**IMPROVE**
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As a California State University of Long Beach clinically trained social worker, Nikole launched her career with the County of Orange in their Child Protectives Services unit, an experience that taught her to adapt under extreme circumstances and intense pressure.

Nikole’s family would say she has also been an educator from the age of seven, when her favorite activity was to play pretend classroom and take the role of teacher. This affinity for teaching is a driving force behind her development of UCI Division of Continuing Education’s first course in human services management.

With over two decades of experience in the field of human services, Nikole has an acute understanding of the clinical and managerial demands placed on professionals in this industry. Health and human services organizations can be characterized as stressful settings, with budgetary uncertainty, heavy caseloads, and constantly evolving bureaucratic and regulatory procedures. Due to these pressures, it’s rare that clinicians are afforded the time and support to cultivate their own business leadership or managerial skills. The fact that a candidate for promotion may be an excellent practitioner does not always equate to success as a manager.

Quite often, social workers or human service coordinators move into management positions where their primary job duties have changed from direct advocacy to administrative tasks such as budget planning, performance management, and conflict resolution. UCI and Nikole’s goal is to provide practicing health and human services professionals with the training and knowledge necessary to advance their career while establishing sustainable management and leadership skills.

A community advocate

A Los Angeles native, Seals dealt with a cultural adjustment when her family moved south to Orange County before she started junior high school. Leaving what was a very diverse community and landing in a predominantly white neighborhood taught her how to be confident in spaces and situations that are uncomfortable. Nikole credits this experience as one of the main factors that equipped her to step into the particular line of work she chose in the field of human services.

Now an accomplished organizational leader, Seals dedicated the first ten years of her professional career to the County of Orange as a senior social worker, and then later as a clinical social worker. This challenging opportunity was offered as a component of her participation in CSULB’s California Social Work Education Center (CalSWEC) stipend program. The CalSWEC award Nikole received was provided through the federal government’s Title IV-E funding; resources that are dedicated to child welfare training. This support and training from the university allowed Seals to jumpstart her career in a role that has shaped her into the person she is today.

“As a child protective services worker you manage high risk cases and have the immense responsibility of making judgement calls on not only the well-being of a child but also whether or not family members are going to stay together. I dealt with the fear of getting it wrong – and even a fear for the repercussions of getting things right.”

Dealing with families in crisis...
meant that everyday held some sort of uncertainty and an evolving pace of work.

Nikole attributes some of her career success to the way she cared for herself during these challenging moments. The value of personal wellness is something she hopes to instill in future managers so they can mindfully support their staff through stressful situations or decision making.

“One of my personal beliefs about life is to really do the work you love and be passionate about it,” she adds, “I’ve also had a very strong drive for self-care. So, practicing holistic health, staying active, eating a really good diet, all of these things have become a part of who I am as a professional and I love that I have been able to incorporate these passions into the work I have done teaching others.”

As an instructor, Nikole will also equip her students with the communication skills required to set boundaries with staff while they simultaneously provide coaching and support to these practitioners who bear the intense emotional demands of the field.

**Stepping into a new role**

Through her journey, Seals noticed that a strong leadership culture was missing from the management ranks of a number of human service organizations she worked with. This void would complicate her work, making it more difficult to achieve the mission or goals of a program. A strong business case can also be made for creating an environment where employees feel recognized and supported since these conditions lower staff turnover and end some of the toxic behavior that affects service delivery. Sounds straightforward, but when a provider is operating at a high volume, incremental changes in culture can seriously impact the bottom line.

In Nikole’s course, Human Services Management Essentials, students will discuss topics ranging from leadership emotional intelligence to recognizing personal bias. Offered online over six-weeks, the course is designed for professionals seeking a deeper understanding of the organizational challenges administrators face and the professional skills needed to be an effective human services manager.

“I am excited because I’ve gotten to watch the evolution of this field since I was a teenager,” she added. “The fact that there has been enormous growth has increased the need for a highly qualified workforce – people who can manage the demands of consumers and act on the opportunity to be an agent of change in someone else’s life.”

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Jefferson W. Chen, MD, PhD, UC Irvine School of Medicine

“I was interested in improving my day to day business writing and emails. This class provided me with useful tips and solutions for my everyday use. I chose UCI for my education needs because I value their reputation in the community and would recommend UCI Continuing Education (and this class) to my peers!”

Persila Nia, Edwards Lifesciences

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-DAVID WINIKOFF, DCE INSTRUCTOR, INVENTOR, ENTREPRENEUR

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-TRAVIS ALLEN, PROGRAM GRADUATE

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*CFP Board, Why CFP® Certification Matters, 2017 study

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Rob Archibald left the U.K. to seek success in Orange County — and found it through DCE’s Accelerated Certificate Program (ACP).

Rob Archibald was stuck in a dead-end job back in his native U.K., working in sales and feeling unfulfilled, dreaming about starting a new life. He had a degree in music composition, but wanted to get into data science and learn accounting and finance skills to help jumpstart his career.

Rob always had a knack for working with numbers, but he needed to get a strong academic background in a new field and gain some practical knowledge — maybe do some networking that could open doors to a promising career.

So he made the decision to come to Orange County and enroll in DCE’s Data Science and Predictive Analytics for Business Professionals Accelerated Certificate Program (ACP). After finishing the program, he enrolled in a second ACP to gain further experience in International Finance and an internship experience, both designed for international students.

“This is such a beautiful part of the country... and UCI had exactly what I was looking for,” Archibald said. “I didn't have the first idea about data science before taking the program. And I didn't have the time or money to go after another degree, so the program was exactly what I needed to launch my new career.”

The three-month postgraduate certificate programs combined gave him the skills and background that led to an internship with Geraci LLP, an Irvine-based law firm, media and consulting company. He proved to be such an indispensable and innovative team member, Geraci offered him a full-time position to complete Optional Practical Training (OPT), a 12-month practical training experience.

“While he interned with us, Rob developed many great ideas, which he then executed in a way that greatly exceeded my expectations,” said Dennis Baranowski, senior banking and finance attorney for Geraci. “It’s clear that Rob cared deeply about every task that he performed here, whether it be basic data entry or teaching himself how to code in our practice management software. I would clone Rob if I could and take over the world.”

Digital Marketing Coordinator Rebekah Guerra was equally impressed with Rob’s knowledge and performance.

“I worked with Rob on a daily basis and he was a fantastic team member,” she said. “He has a strong analytic and technical background with his UCI [DCE] education and has a very dynamic, strategic mind. I’m really looking forward to continue working with him going forward.”

With his new role at Geraci to look forward to, Rob plans to settle down in Newport Beach. While packing for a quick trip back to the U.K., he recently found time to talk about his journey and experience with UCI DCE.

What led you to pursue data science and finance when you had no background in it?

Well, for the last seven years or so, I was working all sorts of random jobs (hospitality, education, carpentry, sales) across the U.K., purely as means to ends – my focus was on saving to travel, to fulfill lifelong dreams before getting tied down by career and family. My move to the U.S. was really...
my first ever attempt at building a career I wanted to stay in. I decided to get into data analytics for several reasons, mostly because it’s an exponentially growing field that’s applicable to any industry. I’ve always been good with numbers, and I come from a family with a strong background in math and science, so it seemed like the right move. Right now, I’m very excited about this opportunity with Geraci.

You certainly caught on fast.
I’m still far from an expert but so long as I know a little bit more than the person next to me, I get by (with a little help from my friend, Google). (laughs) Both certificate programs and my internship allowed me to grow substantially into the role.

How did you go about getting the internship at Geraci?
The internship preparation course I took coordinates networking events every quarter that give students a chance to meet each other along with representatives from companies that offer internships through the ACP. So I attended with a friend of mine and met someone from Geraci. My friend found an opening there right away and helped me make connections at Geraci when I was ready. He was able to open doors to the company, so a good friend to know! (laughs)

Tell me about that experience. What did the internship entail?
Well, when I started out, the company had just lost their accountant and CFO during the same week. So that actually gave me opportunities I might not have had. During my interview I told them I’d like to focus some of my work on what I learned specifically about accounting in my coursework, and they said I probably wouldn’t get a chance. But when they lost their accountant, I was able to reshape my internship to work a great deal more with accounting than anticipated, and I used what I learned in my ACP to inform my work as a whole. I also got to set up an entirely new marketing dashboard system, integrating all sorts of online data to provide actionable insights. It was a fun project to take on and I’m looking forward to expanding on it.

I understand the ACP and internship experience are geared to international students. How are their specific needs addressed?
Both addressed the differences in academia and business in the U.S., which isn’t really that different from the U.K., but the classes here are more interactive and we were encouraged to ask questions. We also learned about getting work visas, details like that.

How would you characterize the quality of the faculty?
Overall, I’d say they were excellent, very professional, helpful and open to answer any questions I might have.

So now you’re ready to settle into Orange County life. What sorts of things do you like to do in your spare time?
I love live music, and I’m very much into adventure travel. I like taking long motorcycle trips through less developed parts of the world. I once spent nine months riding my motorbike from South Africa to Kenya. I’ve also travelled through Southeast Asia, China and most of Europe. I plan on taking a motorcycle trip through Central and South America sometime in the future.

ce.uci.edu/international
FOUR REASONS
to Earn an Online Certificate

The marketplace is competitive and many job seekers are endeavoring to gain an inside edge. One potential path? Enrolling in a certificate program. In fact, certificate programs are the fastest-growing credential, according to Inside Higher Education. Wondering how a certificate can help you get ahead? Read on for a roundup of four reasons to invest in an online certificate, along with why studying it online – and with UCI, in particular – is especially advantageous.

1. You’ll be more competitive in the global marketplace.

Today’s job market is fierce, and landing a job can be a difficult prospect. A certificate can help you position yourself above the pack. A peek into the hiring process in a recent report shows that “hiring managers default to saying ‘no,’ and that’s reinforced over and over again by terrible job applications.” The numbers and percentages of qualified applicants for jobs is telling – a certificate further enhances your qualifications and will likely make your application look more appealing to hiring managers.

Online certificate programs are transforming the learning experience: “They aren’t designed to be a replacement for a degree, but they allow professionals to learn new skills to move them ahead in their careers, get them up to speed in a new field, or meet state licensing requirements,” writes Ginger Dean for Forbes. There is no doubt a certificate won’t hurt you – in fact it might give you the edge you need, especially in such a competitive job market.
2. Lifelong learning is a must in today’s world.

Learning is the key to ongoing relevancy in the fast-moving marketplace. Employers recognize that investing in your education and skill set is necessary at every stage (and at every age) of a person’s career. Everyone else thinks so too, as, according to a survey by the Pew Research Center, “87% of workers believe it will be essential for them to get training and develop new skills throughout their work life in order to keep up with changes in the workplace.”

Depending on your industry, or field of work, a certificate can keep you up-to-speed on the latest innovations and changes, while simultaneously making you more employable, and also a valued asset and expert for your company or organization. Adelia Cellini Linecker for Investors.com offers excellent advice. “Perhaps,” she writes, “the best way to approach any career change is to acknowledge that demand shifts rapidly and to plan accordingly.”

An online certificate can give you the skills and certification you need to stay relevant, especially if you find yourself post-graduation or as a non-traditional student, going back to school, and continuing education after a leave of absence, maternity leave, or even with just a desire to change your career path.

3. You’ll have full control over your schedule.

What’s so special about studying online? The flexibility can’t be beaten: log on and learn anytime, anywhere. Fitting in both advancing your studies and gaining more relevant experience, along with other commitments in life, can be tough in this fast-paced modern society. The best thing about earning your certificate online is that you can learn at your own pace, and on your own time.

“Online education has opened up training opportunities to many who were traditionally underserved by higher education institutions. By shortening the commute to simply a walk to the computer, providing the opportunity to study when you’re feeling your best, letting students learn when their children are occupied or napping, and allowing frequent travelers to study no matter where they are, convenient online training has made it possible for nearly anyone to go back to school,” writes one blogger for Careerstep.com.

4. UCI Division of Continuing Education is setting the standard.

When it comes to online certificate programs, UCI DCE leads the way in helping people leverage the many benefits of online credentialing. As the continuing education arm of the University of California, Irvine – an institution ranked in the top ten public schools in the United States by the U.S. News and World Report – UCI DCE is committed to advancing continuing education through innovative, world-class education that blends theory and practice.

There are a wide range of certificate programs, specialized studies, and special courses available in such subject areas as business, technology, education, law, finance, engineering, healthcare, and more. The online learning format provides flexibility and convenience to learners no matter where they live or work.

Enrolling is easy and is done on a course-by-course basis. Students can pick and choose the courses they want, and enroll. It’s that simple! Enrolling in the entire certificate program is not required. Courses are facilitated by expert instructors who help guide you through the curriculum, and towards certificate completion.

There are also ample networking opportunities available with other learners who share the same academic interests. Advancing your career, learning specialized skills, investing in your future, has never been so readily accessible. And, the best thing is that it’s all possible without ever leaving the comfort of your own home!

Certificates can offer you an amazing lifelong career advantage, and UCI DCE is positioned to help you get the most out of the increasingly popular choice of online certificates.

● To view all of the certificates available, visit ce.uci.edu/certificates.
Get Social With Us

Join the conversation and be part of a community of lifelong learners. Whichever social media channel you prefer, there are many ways to stay in touch with UCI Division of Continuing Education.

cе.uci.edu/getsocial
How to Avoid Workaholism

1. **Take Breaks**
   Breaks are great! Always remember to step away and take some time to relax throughout the workday.

2. **Power Down**
   Know what time you are planning to leave work, and make an effort to leave on time at the end of each day.

3. **Don’t Take Work Home**
   When you go home, try not to answer work emails. Make time for yourself, friends, and/or family.

4. **Meditate**
   Meditation is a great way to de-stress, relax, and slow down after a day of work.

5. **Plan Activities**
   After work, set reminders for activities such as going to the gym, movies, or any other leisure activity.

6. **Go on a Vacation**
   When possible, use your vacation days. Go on a trip so that you can come back refreshed, relaxed, and ready to take on the workday!

Try these tips to feel re-charged and ready to take on the day!
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- **Show your pride**: It’s just the right thing to do.

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Whether you signed up for your first UCI Division of Continuing Education course for personal or professional development, you became part of something special the moment you clicked the registration button. Now you’ve taken the courses, you’ve developed new skills, you’ve improved your resume, and you’ve met some terrific friends and colleagues along the way. The best way to keep your Continuing Education experience going? Join the Alumni Chapter! It’s free and easy to register, and once you’re a member, you open up a whole new world of opportunities – from social and networking events, to educational and mentoring experiences. The best part – you participate as little or as much as you want.

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CAREER INSIGHT
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programs

- Agile Project Management Certificate Program
- Blockchain Technologies Specialized Studies Program
- Business Intelligence & Data Warehousing Specialized Studies Program
- Computer Programming Courses
- Cyber Security Certificate Program
- Data Science Certificate Program
- Database Management Certificate Program
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- Web Development Certificate Program

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Today’s employers recognize the value of ongoing professional career development. UCI Division of Continuing Education’s certificate and specialized studies programs – focused programs that balance theory and practice with an emphasis on real-world experience – are well-received by employers and can be a significant factor in hiring and promotion.

Certificate programs offer an in-depth body of knowledge to ensure you gain mastery of a particular topic. Specialized Studies feature shorter, more concentrated curricula for those short on time. Both are distinctive achievements that can help prepare you for career advancement or transition.

Benefits of Continuing Education

- **Expand job opportunities**
  Earning a certificate or taking continuing education courses can help position you for higher responsibilities or promotion.

- **Keep pace with work trends**
  Continuing education is a great way to stay abreast of developments and best practices in your field.

- **Enhance confidence**
  A continuing education certificate can help boost your self-image and confidence at work, and in other aspects of your life.

- **Achieve job satisfaction**
  Employees who actively develop new skills and knowledge tend to experience higher job satisfaction than those who do not.

- **Learn to learn**
  Explore a field unrelated to your job that interests you — for personal development or simply for fun.
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You can learn to be adaptable.

How do we define adaptability? It's our ability to react to a world of change, and lots of it, and how we respond with forward thinking strategies. Being adaptable is a form of intelligence and can be measured, tested, and improved. It's the strength to ask "what if" as opposed to making decisions and reacting based on past results or experiences.

Our world certainly isn't slowing down, and we have to understand how to process things and information in a world that keeps speeding up. Adaptability is increasingly more important as we consider new jobs, plan for upward mobility, or are searching for ways to create something that no one has ever seen or encountered before.

Nolan Ryan said, "Enjoying success requires the ability to adapt. Only by being open to change will you have a true opportunity to get the most from your talent."

I'm suggesting three ways to become or alter your decisions and behaviors to be more adaptable.

1. **Ask “what if,”** not worrying about the past, to force yourself to be more creative and inspirational. This will prompt thinking about the future to create visions that are new. New is important because old is boring and the only element that we can prepare for is change.

2. **Don’t rely on what you already know.** The probability of becoming an adaptable leader lies in developing the potential that challenges the past. Beating the status quo that things are fixed, not fluid, is how you perpetuate change.

3. **Surround yourself with people that are willing to explore.** People that think “outside of the box.” Those that are willing to take a huge risk. Those people that are constant seekers.

The most exciting thing to think about is to avoid falling in love with a process or an idea. It’s the willingness to embrace constant change and the prospect of being better.

Each of us has the capacity to become more adaptable. Think of it like a muscle— it’s got to be exercised.

Charles Darwin said, "It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change."

*Read more at ce.uci.edu/careerzot*
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