

# Organizational Leadership & Communication Certificate Program: Online

In today's demanding workplace, managers are constantly challenged to find new and innovative ways to involve and motivate employees and affect positive change that improves the company's bottom line. **The Organizational Leadership & Communication Certificate** focuses on the practical skills professionals need to develop and maintain in order to lead others and be an agent of change. This program begins by teaching participants the fundamentals of leadership and continues by teaching participants valuable skills in interpersonal communication, small group communication, conflict management, intercultural communication, writing, and managing organizational change.

## PROGRAM BENEFITS

- Communicate ideas clearly, powerfully, and intentionally to inspire and lead others to create vision, shape culture, and achieve organizational goals
- Develop strong interactive communication skills to strengthen relationships across teams, departments, and hierarchical levels
- Develop communication strategies for team building to effectively collaborate for better problem solving and decision making
- Transform destructive conflict into constructive conflict while building trust in the organization and creating a productive working environment
- Recognize cultural differences within and across organizations and use best communication practices to enhance understanding and good will
- Plan, introduce, and implement a successful change with employee support in today's complex business environment
- Build, manage, and lead virtual teams at a distance while implementing strategies to maximize collaboration and productivity
- Use powerful writing skills to compose effective messages that produce desired results in various business contexts

## CERTIFICATE PROGRAM: ONLINE



**8 COURSES**



**12-24 MONTHS**



**\$5,100**

## FOR MORE INFORMATION:

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## WHO SHOULD ATTEND

This program is targeted to managers who want to become effective leaders and change agents in their organizations through competencies in people-management skills, effective communication skills, conflict management skills, and team-building skills.

## REQUIRED COURSES

### Foundations of Leadership

*MGMT X497.32 (2 units)*

Examine leadership and how it helps organizations achieve goals and bottom line results. Components of leadership, leadership styles, and sources of power will be explored.

### Communication in a Diverse and Changing Workplace

*MGMT X487 (2 units)*

This course will heighten students' awareness of workplace communication and add new interpersonal skills with the end result of becoming a more competent communicator overall. It will also explore conflict resolution, verbal and nonverbal cues and behaviors, communicating with technology, and more.

### Leading Small Groups

*MGMT X497.34 (2 units)*

Examine the communication and leadership skills necessary to lead thriving work teams. Developing team vision and goals, management roles, group norms, and groupthink will be explored.

### Conflict Resolution

*MGMT X497.35 (2 units)*

Examine conflicts that occur between individuals, and in teams, departments, or organizations. Types of conflict, styles of conflict, and conflict resolution strategies will be explored.

### Communicating Across Cultures

*ANTHRO X497.36 (2 units)*

Examine intercultural communication in today's global and diverse workplace. Verbal and nonverbal communication across cultures as well as culture cues will be explored.

### Leading Successful Organizational Change

*MGMT X456.8 (3 units)*

Focus on planning and implementing change in organizations, with an emphasis on the role of leadership within an organization. Examine the role of leadership and the competencies and skills required of individuals who initiate, manage, and are affected by change.

### Virtual or Remote Management and Communication

*MGMT X497.38 (2 units)*

Examine the management of teams working remotely. Virtual organizations and teams, team building, defusing conflict, building trust, and developing organizational identification among workers will be explored.

### Modern Business Writing

*MGMT X446.4 (2.5 units)*

Improve your business writing skills by learning to select and use appropriate formats for your audience, use the correct medium and adjust your writing style accordingly, as well as identify your objective and communicate it clearly.

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