

WORKPLACE ESSENTIALS CERTIFICATE

Program Description

In today's fast-paced work environment, effective communication and strong relationships are crucial for success. You need practical strategies to navigate workplace challenges and foster positive interactions. This certificate program equips you with essential tools to enhance your communication skills, manage emotions, and resolve conflicts effectively.

Through four targeted courses, you will master techniques for providing and receiving feedback that builds trust, confidently advocating for yourself, and staying composed in difficult situations. You'll discover how to transform conflicts into positive outcomes and build meaningful connections within your organization. You'll also enhance your role by developing skills such as crafting clear, persuasive messages and understanding an organization's dynamics.

Upon completing this program, you will be empowered to tackle workplace challenges with confidence, leading to better outcomes for yourself, your team, and your organization. You'll be prepared to build trust, maintain composure under pressure, and effectively advocate for meaningful change.

Key Takeaways

- Practice giving and receiving feedback to build trust and improve teamwork
- Develop communication strategies to speak up confidently and create positive results
- Apply emotional intelligence to stay calm and address workplace challenges
- Resolve conflicts effectively by recognizing harmful vs. productive disagreements

What You'll Earn

- Workplace Essentials Certificate from Cornell SC Johnson College of Business
- 40 Professional Development Hours (4.0 CEUs)
- Clock Hours: 56

Who Should Enroll

- Frontline employees
- Individual contributors
- Customer-facing individuals
- Sales associates

Total Investment

- 2 months to complete all the courses

How to Enroll

For more information on how to enroll, please visit Workplace Essentials Certificate (<https://ecornell.cornell.edu/certificates/leadership-and-strategic-management/workplace-essentials/>).

Program Requirements

Code	Title	Hours
Required Courses		
eCornell SHA89	Embracing Feedback and Building Relationships	
eCornell ILR581	Navigating Workplace Conflict	
eCornell BRKS1	Leveraging Emotions for Success	
eCornell SHA89	Developing Self-Advocacy Skills	