



Quality Leadership Series

Participants must complete six (6) required courses in order to earn the Quality Leadership Series certificate.**

- Participants must complete six (6) required courses as listed below.

Required Courses (Select all six)		
R	<p>Leadership Principles and Practices (16)</p> <p>Today's dynamic and competitive business environment requires that organizations develop and support leaders at all levels. In this online workshop, participants will learn the principles and practices of effective leaders, how to develop their own leadership capacities, and how to develop the leadership capacities of others in their organizations. In addition to the eight (8) content hours, the Leadership Principles and Practices course includes a 360 feedback exercise focused on assisting participants in identifying and building on their leadership strengths.</p>	\$595/\$535.50*
R	<p>Time Management and Productivity (8)</p> <p>Effectively managing time and tasks is a critical element of productivity in the modern lean organization. In this online workshop, participants will learn how to manage their time, tasks and activities in order to more efficiently allocate resources and achieve their goals. They will discuss how to prioritize multiple concurrent and sometimes competing tasks, make the most of their workdays, and find balance between work and life. Participants will leave the workshop with a plan for managing their time in a more effective, efficient and meaningful way.</p>	\$395/\$355.50*
R	<p>Leadership Communication (8)</p> <p>Clear, appropriate and effective communication is a required tool in a leader's toolbox. In this online workshop, participants will explore the key elements of leadership communication including one-to-one and one-to-many communication approaches, communicating in a global economy and the use of technology in communication.</p>	\$395/\$355.50*
R	<p>Building Effective Teams (8)</p> <p>The ability to build and implement effective teams is essential to an organization's success. In this online workshop, participants will learn how to create and implement high-quality, high performance teams in any organization.</p>	\$395/\$355.50*
R	<p>Strategic Planning (8)</p> <p>Effective leaders analyze and respond to shorter-term opportunities and challenges within a larger organizational, environmental and strategic context. In this online workshop, participants will learn a powerful framework and the analytical tools to develop strategic plans that incorporate the organizational agility required by our fast-moving world.</p>	\$395/\$355.50*

R	<p>Creating a Customer-Focused Organization (8)</p> <p>Customers are the lifeblood of any organization. In this online workshop, participants will explore a variety of methods to listen to and learn from their customers, determine satisfaction, dissatisfaction and engagement, use customer feedback for continuous improvement and innovation and build a strong customer-focused culture.</p>	\$395/\$355.50*
<p><i>*Enroll as a certificate program member (\$50 membership fee) to receive a 10% discount on each course in your program.</i></p> <p><i>** Certificates must be completed within 5 years; courses completed more than 5 years ago may not be applied toward the certificate.</i></p> <p><i>Email ppat@emich.edu or call 734.487.2259 to request a Certificate Program Application.</i></p>		