

Campus Services-Generalist  
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Mail services				
Delivery services				
Food services				
Campus operations and services				
	<b>Email Essentials</b>			
		E-mail as a Marketing Tool	<a href="#">COMM0234</a>	2
	<b>Linux Intermediate System Administration</b>			
		Linux Networking Services	<a href="#">221157_ENG</a>	2.75
	<b>Consulting with the External Client</b>			
		Managing Delivery	<a href="#">CONS0114</a>	3.5
	<b>Industry Overviews</b>			
		The Food and Beverage Industry Overview	<a href="#">IND0204</a>	
	<b>Advanced Skills for Administrative Support Professionals</b>			
		Advanced Administrative Support Simulation	<a href="#">ADM0110</a>	0.5
		Behavior: Putting Your Best Foot Forward	<a href="#">ADM0111</a>	4
		Managing Yourself and Those Around You	<a href="#">ADM0112</a>	4
		Partnering with Your Boss	<a href="#">ADM0113</a>	3
		Communicating with Power and Confidence	<a href="#">ADM0114</a>	3
	<b>Assertive Communication</b>			
		Assertive Communication Simulation	<a href="#">COMM0170</a>	0.5
		Professional Assertiveness	<a href="#">COMM0171</a>	3
		Assertiveness from the Inside Out	<a href="#">COMM0172</a>	3
	<b>Building Better Work Relationships</b>			
		Building Effective Interfunctional Relationships	<a href="#">COMM0191</a>	2.5
	<b>Delegation Skills</b>			
		Effective Delegation Simulation	<a href="#">MGMT0260</a>	0.5
		Delegation Basics	<a href="#">MGMT0261</a>	2
		The Personal Approach in Delegation	<a href="#">MGMT0262</a>	2.5
		Managing the Delegated Environment	<a href="#">MGMT0263</a>	5
	<b>Effective Listening Skills</b>			
		Effective Listening Skills Simulation	<a href="#">COMM0150</a>	0.5
		The Basics of Listening	<a href="#">COMM0151</a>	2.5
		Listening for Comprehension	<a href="#">COMM0152</a>	5
		Listening for Higher Purposes	<a href="#">COMM0153</a>	3
		Enhancing Your Listening Skills	<a href="#">COMM0154</a>	3
	<b>Email Essentials</b>			
		E-mail and Organizational Communication	<a href="#">COMM0233</a>	2.5
	<b>Fast-tracking Your Career</b>			
		Basic Business Skills to Get You on the Fast Track	<a href="#">PD0132</a>	2.5
	<b>Getting Results Without Authority</b>			
		Getting Results through Communication	<a href="#">COMM0515</a>	3
	<b>Going from Management to Leadership</b>			
		The Mark of a Leader	<a href="#">LEAD0141</a>	4.5

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		<b>How to Excel at Customer Service</b>		
		Instilling Service Excellence: the EXCEL Acronym	<a href="#">CUST0107</a>	7.5
		<b>Interpersonal Communication Skills for Business</b>		
		Interpersonal Communication Skills for Business Blended Learning Toolkit	<a href="#">BLTCO000</a>	
		Communication Skills for the Workplace	<a href="#">COMM0003</a>	4.5
		Communicate for Results	<a href="#">COMM0004</a>	5
		Interpersonal Communication Skills for Business Simulation	<a href="#">COMM000S</a>	0.5
		Interpersonal Communication Skills for Teams Simulation	<a href="#">COMM000T</a>	0.5
		<b>ISO 9000:2000 Overview</b>		
		Customer Satisfaction Through Resource Management	<a href="#">OPER0404</a>	2.5
		<b>Leadership Skills for Women</b>		
		Leadership Skills for Women Simulation	<a href="#">LEAD0130</a>	
		Building Your Support System	<a href="#">LEAD0132</a>	
		<b>Managing Software Project Outsourcing</b>		
		Planning the Outsourcing Deal	<a href="#">232202_ENG</a>	1.75
		Determining Project Quality Standards and Milestones	<a href="#">232224_ENG</a>	2.75
		<b>Mentoring Assets</b>		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	<a href="#">mntcapm3ed</a>	
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	<a href="#">mntpmp3ed</a>	
		<b>Mentoring Essentials</b>		
		Achieving Success with the help of a Mentor	<a href="#">MGMT0255</a>	3.5
		<b>Moving from Technical Professional to Management</b>		
		Communication Skills for Successful Management	<a href="#">MGMT0122</a>	3
		<b>Moving into a Management Role</b>		
		Moving into a Management Role Blended Learning Toolkit	<a href="#">BLTMG000</a>	
		Becoming a Manager	<a href="#">MGMT0001</a>	6
		A New Manager's Responsibilities and Fears	<a href="#">MGMT0002</a>	6
		Lead and Communicate Effectively as a New Manager	<a href="#">MGMT0003</a>	6
		A New Manager's Role in the Company's Future	<a href="#">MGMT0004</a>	5.5
		Moving into Management Simulation	<a href="#">MGMT000S</a>	0.5
		Leadership in Management Simulation	<a href="#">MGMT000T</a>	0.5
		<b>Negotiating to Win: Getting the Results You Want</b>		
		When the Going Gets Tough	<a href="#">COMM0506</a>	2.5

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Behavior	Series	Course Title	Course #	Estimated Duration
		<b>Product Management Essentials</b>		
		Introduction to Product Management	<a href="#">MKT0241</a>	2
		<b>Project Cost Management (PMBOK® Guide -Third Edition-aligned)</b>		
		Estimating Activity Costs	<a href="#">PROJ0551</a>	1.5
		Budgeting and Controlling Costs	<a href="#">PROJ0552</a>	2
		<b>Project Management for Non-Project Managers</b>		
		Managing a Project	<a href="#">proj_01_a04_bs_enus</a>	2.5
		<b>Project Time Management (PMBOK® Guide - Third Edition-aligned)</b>		
		Elements of Project Time Management	<a href="#">PROJ0541</a>	2.5
		<b>Recruiting &amp; Retention Strategies for the Tight Labor Market</b>		
		Recruiting for the 21st Century: Strategies	<a href="#">HR0222</a>	4
		<b>Selling at the Executive Level</b>		
		Strategic Planning	<a href="#">SALE0222</a>	3.5
		<b>Strategic Account Sales Skills</b>		
		The Strategic Account Sales Approach	<a href="#">SALE0131</a>	3
		<b>The Effective Administrative Support Professional</b>		
		Effective Administrative Support Professional Simulation	<a href="#">ADM0100</a>	0.5
		Getting Started--The Administrative Support Professional	<a href="#">ADM0101</a>	3
		Overview to Effective Business Communication	<a href="#">ADM0102</a>	3
		Using Effective Business Communication	<a href="#">ADM0103</a>	2
		<b>The Successful Facilitator</b>		
		Facilitating Challenging Situations	<a href="#">MGMT0274</a>	5
		<b>Working More Effectively - Taking Control of Your Time</b>		
		Working More Effectively Simulation	<a href="#">PD0150</a>	0.5
		You and Your Time	<a href="#">PD0151</a>	5
		Techniques for Better Time Management	<a href="#">PD0152</a>	5
		Developing Good Time Management Habits	<a href="#">PD0153</a>	4.5