

Campus Services-Generalist
Core Competencies

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

Campus Services-Generalist
Core Competencies

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

Campus Services-Generalist
Core Competencies

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