

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

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		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

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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