

Certificate and Course Descriptions

All introductory courses should be taken online. They are an overview of the topic only.

CREATING A CULTURE OF TRUST IN THE WORKPLACE CERTIFICATE

Regardless of your career path, you will find yourself in different workplaces throughout your career. While the roles and benefits will vary, one thing that will remain the same is the need for trust in the workplace. Creating a culture of trust will help you relate to your peers and set yourself apart as a leader. This certificate includes courses on working with different generations, managing office conflict, ethics in the workplace, and navigating the workplace environment. This certificate is a part of the Commonwealth Leadership Alliance Core Six™ curriculum, which is designed to educate leaders about the skills generally needed for an individual or organization to complete key processes and operations. In this certificate, you will clarify what financial literacy is by analyzing the role financial management, financial decision-making, personal taxes, and financial planning play in your financial health. Upon completion of the certificate you will be able to act on becoming more financially stable and dependent.

Here's what you'll learn:

- ✓ Identify best practices for working with others in the workplace
- ✓ Understand how to manage conflict
- ✓ Reflect on how to handle ethical dilemmas in the workplace
- ✓ Examine how diversity, equity, and inclusion affects a workplace environment

Introduction to Workplace Environments | *This course is 14% of the certificate assessment.*

Whether you work in an office or virtually, in a small start-up or for a large corporation, you will have to manage your workplace environment. This includes learning how to work with others, deal with challenging situations, and sometimes make difficult choices. This session will set the foundation for the importance of creating a culture of trust by introducing the topics and skills needed to be successful in the workplace.

Intended Learning Outcomes:

- C1_ILO1: Define workplace environment in the context of physical location, atmosphere, company culture, policies and procedures
- C1_ILO2: Compare and contrast key characteristics of different workplace environments
- C1_ILO3: Examine the role trust plays in the workplace

Working with Different Generations | *This course is 23% of the certificate assessment.*

We matriculate through school with others around the same age, but that changes when you enter the workforce. In your career, you might be working - or even supervising - people who are older or younger than yourself. Join this session to learn about working with different generations in the office.

Intended Learning Outcomes:

- C2_ILO1: Summarize the characteristics and motivations of different generations
- C2_ILO2: Identify techniques for managing cross-generational differences
- C2_ILO3: Explore best practices for working with different generations
- C2_ILO3: Evaluate how to work with conflicting work styles

Managing Office Conflict | *This course is 23% of the certificate assessment.*

Work can be a great experience when you're managing projects you enjoy and getting along with colleagues, but it's not always like that. No workplace environment is without conflict, so you at one point or another you will likely experience disagreements, challenging personalities, and other forms of conflict. Join this session to discover techniques to manage conflict at work and perform your best.

Intended Learning Outcomes:

- C3_ILO1: Identify types of conflict
- C3_ILO2: Describe the impact conflict plays in an office environment
- C3_ILO3: Examine techniques for managing office conflict
- C3_ILO4: Evaluate how to respond to difficult situations

Ethics in the Workplace | *This course is 20% of the certificate assessment.*

It's inevitable. You will face an ethical dilemma in your workplace – even if you're a self-employed entrepreneur. So, how do you handle the situation? This session will provide you with a process and opportunity to practice how to handle ethical dilemmas and focus on how to create an ethical environment.

Intended Learning Outcomes:

- C4_ILO1: Define ethics
- C4_ILO2: Determine the impact of decisions on family, community, and the planet
- C4_ILO3: Examine a process to respond to an ethical dilemma
- C4_ILO4: Assess how to respond to ethical situations

Navigating the Workplace Environment | *This course is 20% of the certificate assessment.*

A workplace brings people from all different backgrounds to work together. Being able to navigate the workplace effectively involves not just learning how to work with people different from you but understanding how to create a workplace where everyone feels included and comfortable being their most authentic self. This session will cover concepts related to making a workplace inclusive for all employees.

Intended Learning Outcomes:

- C5_ILO1: Define the role diversity, equity, inclusion, and belonging (DEIB) plays in a workplace environment
- C5_ILO2: Examine the impact of exclusive and harmful behaviors in the workplace

- C5_ILO3: Determine how to use inclusive language and behaviors in the workplace
- C5_ILO4: Assess how to be an ally in workplace situations

DECISION INTELLIGENCE CERTIFICATE

The Decision Intelligence certificate series introduces the multifaceted nature of decision-making, emphasizing the relationship of human interactions and Artificial Intelligence, and incorporating the AKPsi Leadership Methodology in decision-making. The certificate navigates through Rowe and Boulgaride's Decision Style Theory and Josephson's Six Pillars of Character, distinguishing between ethics and values. Learners will then scrutinize the data side, assessing AI analytical practices. The series will culminate by synthesizing learnings and fostering personal reflection and adaptability in methodologies, with Birkman reports guiding participants towards comprehensive decision intelligence, aiming to cultivate informed decision-makers adept at navigating complexity

Here's what you'll learn:

- ✓ Learn approaches to gain stronger insights
- ✓ Develop techniques to enhance problem solving ability
- ✓ Anticipate decision impacts and outcomes
- ✓ Strengthen key skills of Decision-Making, Innovative Thinking, and Social Responsibility

Introduction to Decision Intelligence | *This course is 17% of the certificate assessment.*

Introduction to Decision Intelligence introduces the idea of decision-making being more than just data. Decisions also have social and managerial aspects, which require human interactions supporting Artificial Intelligence. The course then explores how the AKPsi Leadership Methodology is structured for decision-making.

Intended Learning Outcomes:

- C1_ILO1: Recognize the human aspect of decision-making (all the fields of study)
- C1_ILO2: Explain how the Birkman *Accountability* report aids Decision-Making
- C1_ILO3: Recall the AKPsi Leadership Methodology

Decision-Making Processes | *This course is 17% of the certificate assessment.*

Explores the four decision-making styles of Rowe and Boulgaride's Decision Style Theory, along two continuums of cognitive complexity and value orientation, with practice exercises included.

Intended Learning Outcomes:

- C2_ILO1: Define and demonstrate (A) how the four types of decision-making styles are unique
- C2_ILO2: Interpret possible weaknesses/outcomes of each decision style

Ethical Decision-Making | *This course is 29% of the certificate assessment.*

Deep dives into the value side of decision-making, using an intriguing dilemma to understand Josephson's Six Pillars of Character, which act as the basis of ethically defensible decisions. The

difference between ethics and values is investigated, with guidance to personally determine your own learning path to future behaviors which will result in more ethical decisions.

Intended Learning Outcomes:

- C3_ILO1: Define Ethical Decision-Making
- C3_ILO2: List Josephson's Six Pillars
- C3_ILO3: Identify the difference between ethics and values
- C3_ILO4: Outline your personal path to Ethical Decision-Making

AI and Data-Driven Decision-Making | *This course is 23% of the certificate assessment.*

Deep-dives into the data side of making decisions, using a taxonomy focusing on four analytical practices which fuel Artificial Intelligence data, with a summary of the strengths and weaknesses of AI analytical thinking when used as the only basis for decision-making.

Intended Learning Outcomes:

- C4_ILO1: Identify how to leverage data for better decision making
- C4_ILO2: Determine the impact of AI and data on decision-making
- C4_ILO3: Classify how AI analytics can improve decision-making

Critically Thinking About Decision-Making | *This course is 14% of the certificate assessment.*

This final course compiles previous learning from the other courses. By using a case study, the mix of methodologies is shown to be adaptable in evaluating outcomes of decisions, which helps the learner realize the complexity of decision-making. Special attention is given to considering how to reduce the impact-risk as decisions are made. The learner will apply Birkman reports to guide the way to decision intelligence.

Intended Learning Outcomes:

- C5_ILO1: Identify the relationship between decision-making styles and the Birkman assessment reports
- C5_ILO2: Interpret how stress plays a role in our decision-making, so that we can make better decisions

FUNDAMENTALS OF FINANCIAL LITERACY CERTIFICATE

Regardless of your career path, money management is a critical skill that everyone needs to have both personally and professionally. The way you manage your money has a direct relationship with other aspects of your life, so it is important to have the financial literacy to set yourself up for success. This certificate will include courses on financial management, financial decision-making, taxes, and financial planning. This certificate is a part of the Commonwealth Leadership Alliance Core Six™ curriculum, which is designed to educate leaders about the skills generally needed for an individual or organization to complete key processes and operations. In this certificate, you will **clarify** what financial literacy is by **analyzing** the role financial management, financial decision-making, personal taxes, and financial planning play in your financial health. Upon completion of the certificate you will be able to **act** on becoming more financially stable and dependent.

Here's what you'll learn:

- ✓ Explain the importance of financial literacy
- ✓ Identify components of financial literacy
- ✓ Apply financial literacy concepts to personal situations
- ✓ Reflect on personal areas of growth related to financial literacy

Introduction to Financial Literacy | This course is 11% of the certificate assessment.

For many people, finances can be overwhelming. There are a lot of terms to understand and having a strong basis in financial literacy can help you progress into the more complex topics. This session will set the foundation for the importance of financial literacy by introducing the topics and skills needed to manage your money prudently.

Intended Learning Outcomes:

- C1_ILO1: Define financial literacy
- C1_ILO2: Examine the role financial literacy plays in personal and professional success
- C1_ILO3: Explain the benefits of your MoneySmarts U Score

Financial Management | This course is 17% of the certificate assessment.

Money comes in, and money goes out, but how do you manage it, so you aren't spending more than you make? Budgets can help you understand your finances and set you up to make the best decisions considering your current situation and future goals. This session will cover how to create and stick to a budget based on your own financial needs.

Intended Learning Outcomes:

- C2_ILO1: Identify categories to consider when creating a budget
- C2_ILO2: Examine different budgeting practices to stay on track
- C2_ILO3: Compare and contrast the different types of debt
- C2_ILO4: Explore how to create a debt payoff plan that fits your budget

Financial Decision-Making | This course is 37% of the certificate assessment.

Throughout your life, you will need to make some major financial decisions beyond your day-to-day spending. While these decisions can impact your budget, there are a lot more factors that go into planning for them. This session will review some of the different financial decisions and what you need to know to make the best decisions based on your financial situation.

Intended Learning Outcomes:

- C3_ILO1: Define credit
- C3_ILO2: Explain the impact of credit scores on financial decision-making
- C3_ILO3: Identify different major purchases and financial considerations for each
- C3_ILO4: Analyze the process for obtaining and managing loans
- C3_ILO5: Explore the need and considerations for different types of insurance

Personal Taxes | This course is 20% of the certificate assessment.

Once you start making money or owning property, you also will start owing taxes. Whether you file them yourself or hire a professional, there are a lot of nuances to be aware of and taxes can easily get overwhelming. This session will provide a crash course into taxes including how to best prepare and what you need to know to avoid making costly mistakes.

Intended Learning Outcomes:

- C4_ILO1: Identify the different types of taxes
- C4_ILO2: Describe the process for filing taxes
- C4_ILO3: Analyze common types of tax exemptions and refunds
- C4_ILO4: Examine common tax mistakes to avoid

Financial Planning | This course is 15% of the certificate assessment.

Money management not only involves the money you currently have, but considering your future needs. While your financial situation will change throughout your career, planning for the future through savings and investments will help set you up for financial success. This session looks at financial planning to consider your financial goals and how to save for the future.

Intended Learning Outcomes:

- C5_ILO1: Determine how to create financial goals
- C5_ILO2: Compare and contrast different short and long-term savings options
- C5_ILO3: Compare and contrast different types of investments
- C5_ILO4: Explore options for planning for retirement

INCLUSIVE LEADERSHIP CERTIFICATE

Embracing diverse perspectives in and across an organization allows you to see the world of business in ways you might not see on your own, as well as solve complex problems and reach diverse communities. Focusing on inclusion in business requires intentionality, otherwise you risk failing your colleagues and consumers. In this certificate, you will **clarify** what inclusive leadership is by **analyzing** the role identity, unconscious bias, inclusive language, and allyship play in the workplace. Upon completion of the certificate you will be able to **act** on becoming a more inclusive leader through reflection and changed behavior.

Here's what you'll learn:

- ✓ Explain the importance of inclusion in the workplace
- ✓ Identify multiple actions and behaviors of an inclusive leader
- ✓ Apply inclusive concepts to various situations
- ✓ Reflect on personal areas of growth related to being an inclusive leader

Introduction to Inclusive Leadership | This course is 17% of the certificate assessment.

Whether you're striving to be inclusive of your colleagues' perspectives or trying to solve a complex problem for your consumers, ensuring people feel they belong in an organization is important. This session is the beginning of your journey to understanding the importance of

fostering a sense of belonging in business. It will dive into topics like Diversity, Equality, Equity, and Inclusion as well as introduce the topics needed to become an inclusive leader.

Intended Learning Outcomes:

- C1_ILO1: Define inclusive leadership
- C1_ILO2: Explain the difference between equity and equality
- C1_ILO3: Define various diversity, equity, and inclusion terms

Understanding Identity | *This course is 17% of the certificate assessment.*

Belonging can be difficult when others don't accept you, but it can be even harder when you don't accept or understand yourself. For this reason, creating inclusive environments starts with the self-awareness to both know and accept your whole self. This session looks at identity to understand the different facets that can make up your character and recognize the roles that identity plays in how we engage with others personally and professionally.

Intended Learning Outcomes:

- C2_ILO1: Describe the differences between fixed and variable identities
- C2_ILO2: Explain the role identity plays in relationship building
- C2_ILO3: Examine the impact of codeswitching on environments
- C2_ILO4: Explore how to increase acceptance through building authentic

Business not Bias | *This course is 17% of the certificate assessment.*

Our brains process and store a lot of information, and subconsciously it creates biases that can often be seen in the way we engage with others. While we can't eliminate our biases, we can learn how to recognize them and mitigate their impact on our decision making. This session focuses on understanding unconscious bias to increase our awareness and mitigate the negative impact they can have on our decision-making and relationships with others.

Intended Learning Outcomes:

- C3_ILO1: Define unconscious bias
- C3_ILO2: Examine the impact of unconscious bias on relationships and environments
- C3_ILO3: Examine personal biases
- C3_ILO4: Explore methods to reduce biased behaviors

Reframing Respect | *This course is 31% of the certificate assessment.*

You might have experienced microaggressions, and you might have been the aggressor. These tiny comments aren't so tiny, and they can be disrespectful. Tuning your ear to catch these kinds of comments will help you reframe your own words to be respectful, even if you didn't think you needed to! This session breaks down microaggressions to understand what they are, their impact, and how to respond in different situations where they might occur.

Intended Learning Outcomes:

- C4_ILO1: Identify the types and examples of microaggressions
- C4_ILO2: Explain the effects of microaggressions

- C4_ILO3: Examine responses to various situations where microaggressions occur
- C4_ILO4: Evaluate how to plan for personal and group accountability

Advocating for Allyship | *This course is 18% of the certificate assessment.*

Diversity should be celebrated for the different perspectives and value each person can bring, but not everyone is provided the same opportunities. To meet the needs of a diverse workforce and diverse consumer populations, it's important we notice whose voice might be missing and pass that voice a mic! This session covers allyship in terms of understanding its importance and what it looks like in action.

Intended Learning Outcomes:

- C5_ILO1: Describe the need for allyship
- C5_ILO2: Explain the difference between performative and authentic allyship
- C5_ILO3: Examine actions and behaviors of allies
- C5_ILO4: Evaluate how to increase allyship behaviors in various situations

MANAGEMENT FUNDAMENTALS CERTIFICATE

The Management Fundamentals certificate offers a curriculum designed to equip participants with essential skills for effective leadership. The courses offered in this certificate will provide participants with a foundational understanding of managerial principles, focus on personal growth and leadership style, teach strategies for employee development, cover key project planning and execution concepts, and delve into techniques for enhancing team performance. This certificate will offer individuals with skills to excel in managerial roles and foster organizational success.

Here's what you'll learn:

- ✓ Describe components of management
- ✓ Apply components of management to your personal experiences
- ✓ Apply components of management to leading a team

Introduction to Management | *This course is 14% of the certificate assessment.*

Moving into a role where you are leading people is a significant step. As a manager, you have new duties, in addition to the scope of business responsibilities. Managing people is, fundamentally, about the people and your relationships with them, as much – or more – as it is about the scope of that business. In this course, we will look at management principles, Management vs. Leadership, the role of personal credibility, and personal beliefs.

Intended Learning Outcomes:

- C1_ILO1: List key management principles
- C1_ILO2: Recognize the difference between management and leadership
- C1_ILO3: Define credibility
- C1_ILO4: Describe how your core beliefs relate to management

Developing Yourself | *This course is 23% of the certificate assessment.*

In this course, we will look at your natural leadership style – what your “default” preferences are, for how you lead others. This includes some areas of strength in leading from your own style, and some potential challenges or blind spots. We’ll look at some key management practices and how you can leverage your natural style. We will also look at how your style maps to the six major styles, and where you may want to further develop. Finally, we’ll reflect on change, and how you can develop a level of adaptability or resiliency to changes that occur around you that affect you and your team.

Intended Learning Outcomes:

- C2_ILO1: Describe the 6 key leadership styles
- C2_ILO2: Incorporate your own leadership style in management
- C2_ILO3: Describe the importance of adapting to change

Developing Your Team | *This course is 23% of the certificate assessment.*

In this course, we will explore the nature of working with people, of connecting with and developing your people. We’ll examine the key practice of delegation and to develop your “management muscle” over your “task muscle.” We’ll then look at some ways to help understand your team’s strengths and capabilities.

Intended Learning Outcomes:

- C3_ILO1: Describe the connections between your team and the organization
- C3_ILO2: Describe the difference between managing a team and working on a team
- C3_ILO3: Recognize individual strengths in your team
- C3_ILO4: Outline how team members can develop their strengths

Project Management Fundamentals | *This course is 17% of the certificate assessment.*

At its core, project management involves managing activities, resources, and time to achieve a given goal or objective. In this course, our objective is to understand key elements and tools used in managing projects effectively. We’ll identify key concepts and techniques outlined in accepted professional project management discipline. This course will help you recognize the level of professional discipline in projects you observe or are assigned to, and identify additional training and tools you may want to further explore.

Intended Learning Outcomes:

- C4_ILO1: Define key terms within project management
- C4_ILO2: Recognize the difference between Predictive and Agile project management methods
- C4_ILO3: Describe the steps involved in project management
- C4_ILO4: Explain how to use project management skills in a sample project

Performance Management | This course is 23% of the certificate assessment.

We will determine how to establish goals and objectives with your team and go beyond the job description – making sure that individuals know what they are doing, clarity of assignments, and how they will be evaluated. We will outline key practices for communicating, acknowledging/rewarding performance, and managing performance. We'll then look at how to have difficult conversations, and the role and timing of improvement planning.

Intended Learning Outcomes:

- C5_ILO1: Determine (U) how to set goals within your team
- C5_ILO2: Describe (U) how active listening skills can be used in a conversation
- C5_ILO3: Identify (U) practices to reward and correct performance
- C5_ILO4: Determine (U) how to implement an improvement plan

PROFESSIONAL COMMUNICATION CERTIFICATE

This Professional Communication Certificate equips you with the skills to excel in all aspects of communication. You'll build a strong foundation through exploring the four key areas of professional communication and the 7 C's framework. Craft clear and impactful written messages for various audiences in the Written Communication course. Develop confidence in public speaking and casual communication in the Public Speaking session. Learn to tell your story effectively, building a compelling personal brand and mastering social media communication in Captivating Your Audience. Finally, the Emotional Intelligence and Communication course equips you to navigate complex situations and deliver difficult conversations with clarity and empathy.

Here's what you'll learn:

- ✓ Apply communication skills to multiple delivery methods
- ✓ Tailor your personal brand to your audience
- ✓ Communicate with empathy and emotional intelligence

Introduction to Professional Communication | This course is 14% of the certificate assessment.

This introductory course will equip you with the foundational knowledge and practical skills needed to excel in professional communication. We'll delve into the four key areas you'll explore further in the certificate courses. Additionally, we'll introduce the 7 C's of Communication – a valuable framework for communicating clearly and effectively.

Intended Learning Outcomes:

- C1_ILO1: Define the importance of professional communication
- C1_ILO2: Describe different components of professional communication
- C1_ILO3: Describe the 7 C's of professional communication

Written Communication | This course is 17% of the certificate assessment.

In this course, participants will be equipped to be confident and versatile written communicators. We'll explore different types of writing and learn best practices for crafting clear and concise messages and adapting your style to resonate with various audiences. We'll discuss tone, understanding how even subtle word choices can impact the meaning you convey. We'll also

address the challenges of written communication, like avoiding ambiguity. Through application activities, you'll gain practical experience tailoring your message based on its purpose and intended audience, ensuring your written communication is effective and impactful.

Intended Learning Outcomes:

- C2_ILO1: Define types of written communication
- C2_ILO2: Identify best practices to consider when communicating through writing
- C2_ILO3: Interpret types of written communication skills which might be used with various audiences
- C2_ILO4: Demonstrate how tone in written communication can imply different meanings

Public Speaking: The Power of Presence | *This course is 23% of the certificate assessment.*

Effective oral communication is a powerful tool, and in this session, you will learn about the skills you need to navigate any speaking situation. We'll be diving deep into the world of both formal presentations and the art of casual in-person communication, so whether you're facing a room full of people or having a one-on-one conversation, you'll feel prepared to connect and share your ideas with ease.

Intended Learning Outcomes:

- C3_ILO1: Describe the importance of a first impression on in-person communication
- C3_ILO2: Explain how different components of in-person communication can impact a conversation
- C3_ILO3: Recognize non-verbal cues during in-person communication
- C3_ILO4: Describe how you would use mindfulness in face-to-face communication situations to enhance communication skills

Captivating Your Audience | *This course is 20% of the certificate assessment.*

This course empowers participants to craft a compelling personal narrative that amplifies their brand. We'll explore the concept of personal brand and how it translates into storytelling. We'll practice crafting an elevator pitch that captures participants' essence and purpose, effectively communicating personal brand in a concise way. We'll also explore best practices for different social media platforms, tailoring a message to resonate with specific audiences. By the end of the course, participants will gain the confidence and tools to tell their story in a way that resonates with various audiences, leaving a lasting impression both online and off.

Intended Learning Outcomes:

- C4_ILO1: Define a personal brand
- C4_ILO2: Sketch an elevator pitch to convey your personal brand
- C4_ILO3: Describe how your personal brand can be connected to social media

Emotional Intelligence and Communication | *This course is 26% of the certificate assessment.*

In this course, we will explore how your emotions and those of others impact the message you send and receive. We'll equip you to recover gracefully from communication mistakes with strategies that can be used in person or through writing. Mastering emotional expression allows

you to deliver difficult conversations with clarity and empathy, including giving and receiving negative feedback. Through interactive activities, you'll build the skills to communicate with confidence and emotional intelligence in any situation.

Intended Learning Outcomes:

- C5_ILO1: Explain how emotional intelligence relates to communication
- C5_ILO2: Identify steps to take when a communication mistake is made
- C5_ILO3: Recognize how to have difficult conversations
- C5_ILO4: Recognize ways to express emotions appropriately

SERVANT LEADERSHIP CERTIFICATE

Wherever you are in your career, Servant Leadership is valuable in shaping your thinking. Servant Leadership is for anyone, whether you have a "leader" title or not. We are all able to be Servant Leaders as we live out the Commonwealth Leadership® Alliance (CLA) definition, which is "the ability to guide, develop, and inspire others who share a common purpose by applying knowledge and skills to practical situations". During your learning, you will be introduced to the Servant Leadership model, delving deeply into what Servant Leadership means to yourself, others, and the organization. You will then be able to apply the Servant Leadership characteristics to both the CLA methodology and Trust model. This certificate is a part of the Commonwealth Leadership Alliance Core Six™ curriculum, which is designed to educate leaders about the skills generally needed for an individual or organization to complete key processes and operations. In this certificate, you will clarify what financial literacy is by analyzing the role financial management, financial decision-making, personal taxes, and financial planning play in your financial health. Upon completion of the certificate you will be able to act on becoming more financially stable and dependent.

Here's what you'll learn:

- ✓ Describe Servant Leadership
- ✓ Develop professional and leadership skills
- ✓ Expand your professional network

Introduction to Servant Leadership | *This course is 11% of the certificate assessment.*

Robert K. Greenleaf, recognized as the author of the Servant Leader concepts, stated that "Bering a servant leader begins with the natural feeling that one wants to serve, to serve first. Then, conscious choice brings one to aspire to lead". The Center for Servant Leadership, worked with the Commonwealth organization to develop a model for Servant Leadership. Beginning with the philosophy and mindset of Servant Leadership, the model is introduced along with a definition, and an overview provided of the three components of the model – Self, Others, and Organization.

Intended Learning Outcomes:

- C1_ILO1: Define Servant Leadership
- C1_ILO2: Identify the components of Servant Leadership

Servant Leadership for Self | *This course is 17% of the certificate assessment.*

The Servant Leader for Self course begins with a lesson introducing the concept of Servant Leadership through first focusing on YourSELF. Lessons explore each of the characteristics of being a Servant Leader. The lessons are followed with a self-assessment

of yourself as a Servant Leader. The course completes with lessons that Tie It Together, in which the participant can take advantage of meeting with other participants online to continue the conversation, sharing insights and best practices.

Intended Learning Outcomes:

- C2_ILO1: Explain the characteristics of Self-Awareness and how they might be used
- C2_ILO2: Explain the characteristics of Empathy and how they might be used
- C2_ILO3: Explain the characteristics of Foresight and how they might be used
- C2_ILO4: Assess yourself as a Servant Leader

Servant Leadership for Others | This course is 17% of the certificate assessment.

The Servant Leader for Others course begins with a lesson introducing the concept of Servant Leadership through focusing on Others. Lessons explore each of the characteristics of being a Servant Leader in meeting the needs of other people, and each lesson includes an activity to apply the characteristics to a Case-Study-like situation. The course completes with lessons that Tie It Together, in which the participant can take advantage of meeting with other participants online to continue the conversation, sharing insights and best practices.

Intended Learning Outcomes:

- C3_ILO1: Explain the characteristics of Listening and how they might be used
- C3_ILO2: Explain the characteristics of Building and how they might be used
- C3_ILO3: Explain the characteristics of Persuading and how they might be used
- C3_ILO4: Apply Servant Leader "Others" characteristics to a Situation

Servant Leadership for an Organization | This course is 20% of the certificate assessment.

The Servant Leader for an Organization course begins with a lesson introducing the concept of Servant Leadership through focusing on the Organization. Lessons explore each of the characteristics of being a Servant Leader for the organization and includes an activity to apply the characteristics to a Case-Study-like situation.

Intended Learning Outcomes:

- C4_ILO1: Explain the characteristics of Vision and how they might be used
- C4_ILO2: Explain the characteristics of Alignment and how they might be used
- C4_ILO3: Explain the characteristics of Execution and how they might be used
- C4_ILO4: Apply Servant Leader "Organization" characteristics to a Situation

Servant Leadership Applied to Leadership Models | This course is 29% of the certificate assessment.

After all three component courses are completed, the Servant Leadership Applied to Leadership Models course offers how to apply the participant's knowledge of Servant Leadership (SL) characteristics to the Commonwealth Leadership® Alliance (CLA) methodology and the CLA Trust model. This will help us integrate the learned concepts into our own leadership practices. The course activity directs you to create a Servant Leader Learning Plan for yourself that will focus on where you have discovered skills you

want to enhance.

Intended Learning Outcomes:

- C5_ILO1: Explain the CW Leadership Model
- C5_ILO2: Compare SL principles to the CW Leadership model
- C5_ILO3: Explain the CW Trust Model
- C5_ILO4: Compare SL to the CW Trust/Intention Model
- C5_ILO5: Make your own Servant Leadership Learning Plan