**Program Guide**

Use this guide to determine which courses must be taken to complete the certificate. You must take all nine (9) Required Courses and any combination of five (5) Electives. Courses can be completed in any order.

Visit www.hr.ufl.edu/training for more information, or contact our office at (352) 392-4626 or training@ufl.edu.

### Relationship Dynamics

**Required**
- Conversations for a Culture of Inclusion
- Developing your Emotional Intelligence for Workplace Effectiveness
- Transforming Conflict

**Elective**
- Giving and Receiving Feedback
- Hidden Biases
- Quality Customer Service
- Relationship Strategies
- We’ve Got Your Number

### Effective Communication

**Required**
- Communication Confidence
- Now Hear This

**Elective**
- Communicate Assertively
- Email Effectiveness
- Grammar Game
- Powerful Public Speaking
- Power Writing
- Punctuation Power

### Productivity & Performance

**Required**
- Achieving Results
- The Multitasking Mirage -- Find Your Focus, Flow, and Finish Line

**Elective**
- Decision-Making Strategies
- Making Meetings Work
- Project Management

### Improvement Mindset

**Required**
- Embracing the Growth Mindset
- Take Charge of Change

**Elective**
- Attitude/Radiating Possibility
- UF101
- Wellness Wednesdays
- 7 Habits