STEPS TO COMPLETION:

1. Consider your individual learning needs and make selections from the competencies and seminars listed below. Five seminars must be completed for this certificate.

- **Competency: Critical Thinking Empowerment** (select one seminar)
  - Analytical Thinking Skills
  - Becoming an Extraordinary and Effective Problem Solver
  - Developing Essential Critical Thinking Skills
  - Systems Thinking: Solving Problems so They Stay Solved

- **Competency: Organization and Productivity Enhancement** (select one seminar)
  - Finding Focus in Chaos: Balancing Priorities
  - How to Stay Focused in Stressful Times
  - How to Make Yourself Indispensable
  - Productive Work Habits: Making the Most of Your Work Day
  - Sharpen Your Business Acumen
  - Staying Power: A Manager’s Guide to Keeping Employees Longer
  - Time Management: Boost Your Productivity

- **Competency: Formal and Interactive Communication** (select two seminars)
  - America's Customer Service Disaster - An Opportunity to Rise Above the Crowd
  - Beyond Conflict Management
  - Business Writing
  - Effective Listening Skills
  - Email and Digital Etiquette
  - Emotional Intelligence
  - Everyday Technical Writing for Hesitant Writers
  - Multimedia Writing
  - Professional Speaking
  - Talk Like a Leader
  - The PROACTIVE Communicator
  - Working with Difficult People

- **Elective** (select one seminar from any competency area) ____________________________

2. Visit louisville.edu/professionaldevelopment/seminars to register for seminars and enroll in the Professional Development certificate program.

3. Attend classes and pass the exam for each seminar.

4. After satisfying all program requirements, request your certificate online at http://louisville.edu/professionaldevelopment/certificates/certificate-request-form.

Not sure where to start? Visit louisville.edu/professionaldevelopment or call 502.852.4620