

# Competency Courses

Select a course for more information.

**Get your manager's approval before you register.**

At registration, use this discount code for 20% off. **DUPerks**

## Adaptability

Level One

Level Two

Level Three

### On-Demand

Change Management Foundations

PM Skills: Tailoring and Adaptability

PM Skills: Change Management

### Live Facilitator

Power Skills: Adaptive Thinking

Power Skills: Change Agility

The SLII® Experience (Situational Leadership)

## Analysis

Level One

Level Two

Level Three

### On-Demand

Intro to Data Analysis

Tools of Data Analysis

Data Analysis for Org. Performance

Intro to Business Analysis

### Live Facilitator

Data Analytics for Managers

Data Analytics for Managers

## Change Management

Level One

Level Two

Level Three

### On-Demand

Change Management Foundations

PM skills: Change Management  
Change Management Professional

Leading and Managing Change

### Live Facilitator

Certificate of Management

Leading People Through Change®

## Communication

Level One

Level Two

Level Three

### On-Demand

Effective Business Writing

Effective Presentations

Handling Difficult Conversations

Communicating Collaboratively

Effective Public Speaking

### Live Facilitator

Power Skills: Emotional Intelligence

Certificate of Management

Certificate of Management

## Conflict Management

Level One	Level Two	Level Three
<b>On-Demand</b>		
PM Skills: Conflict Management	Handling Workplace Conflict	Handling Difficult Conversations
<b>Live Facilitator</b>		
Power Skills: Resilience	Certificate of Management	Certificate of Management
<b>Critical Thinking</b>		
Level One	Level Two	Level Three
<b>On-Demand</b>		
Intro to Critical Thinking	PM Skills: Critical Thinking & Decision Making	
<b>Live Facilitator</b>		
Power Skills: Critical Thinking	Certificate of Management	Certificate of Management
<b>Decision Making</b>		
Level One	Level Two	Level Three
<b>On-Demand</b>		
Intro to Data Analysis	PM Skills: Critical Thinking & Decision Making	Financial Planning and Control
<b>Live Facilitator</b>		
Power Skills: Critical Thinking	Certificate of Management	Data Analytics for Managers
<b>Emotional Intelligence</b>		
Level One	Level Two	Level Three
<b>On-Demand</b>		
Emotional Intelligence for Project Managers	Emotional Intelligence for Managers	
<b>Live Facilitator</b>		
Power Skills: Emotional Intelligence	Certificate of Management	The SLII® Experience (Situational Leadership)
<b>Executive Presence</b>		
Level One	Level Two	Level Three
<b>On-Demand</b>		
Personal Branding	Speak with Confidence	Effective Public Speaking
<b>Live Facilitator</b>		
		The Executive Edge
<b>Financial Literacy</b>		
Level One	Level Two	Level Three
<b>On-Demand</b>		
Intro to Finance	How to Read a Financial Statement	Financial Planning and Control

## Resilience

Level One

Level Two

Level Three

### Live Facilitator

Power Skills: Resilience

Power Skills: Emotional Intelligence

## Inclusion

Level One

Level Two

Level Three

### On-Demand

Aspects of an Inclusive Culture

Fostering an Inclusive Culture

### Live Facilitator

Certificate of Management

The SLII® Experience (Situational Leadership)

## Innovation

Level One

Level Two

Level Three

### On-Demand

PM Skills: Analysis and Problem Solving

Creativity in Teams and Organizations

Innovation in Teams and Organizations

## Integrity

Level One

Level Two

Level Three

### On-Demand

Defining Business Ethics

Ethical Decision Making

HR Fundamentals for Managers

## Job Knowledge / Technical Skills

Level One

Level Two

Level Three

### On-Demand

The First 30 Days

Banking Today

## Member Service

Level One

Level Two

Level Three

### On-Demand

Quality Service

How Can I Help You? Best Practices

A Manager's Guide to Superior Customer Service

### Live Facilitator

Power Skills: Resilience

Power Skills: Emotional Intelligence

## Negotiation

Level One

Level Two

Level Three

### On-Demand

Intro to Negotiations

Negotiations: Resolving Disputes

Negotiations: Making Business Deals

**Live Facilitator**

Power Skills: Emotional Intelligence

Certificate of Management

**Passion**

Level One

Level Two

Level Three

**On-Demand**

Banking Today

Quality Service

Frontline Manager: Teams and Groups

**Live Facilitator**

Power Skills: Resilience

Power Skills: Emotional Intelligence

The Working Genius

**Productivity**

Level One

Level Two

Level Three

**On-Demand**

Time Management

Frontline Manager: Time Management

**Live Facilitator**

Certificate of Project Management

**Project Management**

Level One

Level Two

Level Three

**On-Demand**

Project Management Foundations

PM Skills: Planning and Project Design

Effectively Managing Project Stakeholders

Microsoft Project Basics

Microsoft Project Intermediate

**Live Facilitator**

Certificate of Project Management

CAPM Certification Course

PMP Certification Course

**Relationship Management**

Level One

Level Two

Level Three

**On-Demand**

Communicating Collaboratively

Frontline Manager: Leadership Styles

Frontline Manager Simulation

**Live Facilitator**

Power Skills: Emotional Intelligence

Certificate of Management

The SLII® Experience (Situational Leadership)

**Risk Assessment and Management**

Level One

Level Two

Level Three

**On-Demand**

PM Skills: Embracing Risk and Uncertainty

PM Skills: Analysis and Problem Solving

**Live Facilitator**

Power Skills: Critical Thinking

Certificate of Management

Data Analytics for Managers

## Servant Leadership

Level One

Level Two

Level Three

### On-Demand

Leaders and Work-Life Balance

Intro to Leadership

Leading Teams

### Live Facilitator

Power Skills: Emotional Intelligence

The SLII® Experience (Situational Leadership)

Leader of Leaders

## Solutions-Oriented

Level One

Level Two

Level Three

### On-Demand

PM Skills: Analysis and Problem Solving

PM Skills: Critical Thinking and Decision Making

Handling Workplace Conflict

### Live Facilitator

Power Skills: Adaptive Thinking

Power Skills: Critical Thinking

The SLII® Experience (Situational Leadership)

## Strategic

Level One

Level Two

Level Three

### On-Demand

Managing in a Modern Organization

HR Skills: SMART Goals for Performance Evals

Leading Teams

### Live Facilitator

The SLII® Experience (Situational Leadership)

Leader of Leaders

The Executive Edge

## Team Development

Level One

Level Two

Level Three

### On-Demand

How to Coach

Handling Difficult Conversations

Leading Teams

### Live Facilitator

Power Skills: Emotional Intelligence

Certificate of Management

Leader of Leaders

## Time Management

Level One

Level Two

Level Three

### On-Demand

Time Management

HR Skills: SMART Goals for Performance Evals

PM Skills: Planning and Project Design

### Live Facilitator

Certificate of Management

Certificate of Project Management