MATCH Your COMPETENCY DEVELOPMENT Needs With Kent State’s PROGRAM OFFERINGS
COMPETENCY MATCH

Competencies are identified behaviors, knowledge, skills and abilities that directly impact employees’ performance. Use our Competency Match by identifying those competencies that will enhance your organization’s strategic success. Link your competencies to our tailored real-world, talent and organization development programs and services.

ACCOUNTABILITY
Being an Accountable Employee
Building a Culture of Accountability
Coaching Accountability for Impact on People and Results
Creating an Accountable Culture
Managing Accountability and Reducing Conflict in High-performing Teams

CHANGE
Certificate of change Management
Dealing With change in the Workplace
How to Sell Change
Leading Change in the 21st-Century Workplace
Managing Change Projects
Managing Transition and Embracing Change
Motivating and Engaging Employees During Times of Change
Proven Practices for Successful Change

COACHING AND DEVELOPING OTHERS
Coaching Accountability for Impact on People and Results
Coaching Employee Performance
Coaching for Peak Performance
Coaching for Top Performance
Coaching Generations in the Workplace
Strategies for Leading the Multigenerational Team

COMMUNICATION (INTERPERSONAL)
Communicating With Influence for all Associates
Communicating With Influence for Leaders
Communication Strategies for Generations: Working Together
Communication, Trust and Respect in the Workplace
Dealing With Difficult Behaviors
Effective Listening Skills
Enhancing Interpersonal Communication Skills
Intercultural Communications
Turning Conflict into Collaboration
Using DISC to Improve Communications
What Communication Style Are You? Working Together to Achieve Results

CONSULTING
Internal Consulting: Building Your Consultative Skills

CONTINUOUS IMPROVEMENT: LEAN AND SIX SIGMA
Lean Practitioner Certificate
SS-/VSM/Visual Workplace
An Introduction to Lean Six Sigma
Champions Training
Eight Discipline Problem Solving
FMEA
Fundamentals of Lean Kaizen
GD&T
How to Think About Data
Introduction to Minitab
Leading a Lean Transformation
Lean for Frontline Supervisors
Lean Healthcare Certification
Lean Kaizen Event
Lean Leadership Executive Overview
Lean Office
Lean Problem Solving
Lean Six Sigma Training and Certification
Quick Changeover
Standardized Work and Continuous Flow
Statistical Process Control (SPC)
Team Facilitation
Team Oriented Problem Solving
Theory of Constraints
Value Stream Mapping

CRITICAL THINKING
Critical Thinking Through the Art of Asking Questions Making Great Decisions

CULTURE
Coaching Accountability for Impact on People and Results
Intercultural Communications
Strategies for Leading the Multigenerational Team

CUSTOMER SERVICE
Certificate in Customer Service Excellence
Coping With Difficult Behaviors
Customer Service Business Writing
Exceptional Service for All Generations
Leading a Customer Competent Culture
Perpetuating Excellence in Customer Service
Professional Customer Service Communication Skills
Valuing the Customer With Polished Communication Skills

DECISION MAKING
CELEMI Decision Base™
Critical Thinking Through the Art of Asking Questions Making Great Decisions

DISCIPLINE
Managing Discipline

DIVERSITY AND INCLUSION
Communication Strategies for Generations: Working Together
Creating an Inclusive and Harassment-free Workplace
Diversity Management in Today’s Workplace
Intercultural Communications
Managing Harassment in the Workplace
Preventing Workplace Harassment

EMOTIONAL INTELLIGENCE
Are You In Touch - With You? Emotional Intelligence
Emotionally Intelligent Teams
Enhancing Emotional Intelligence
Understanding Emotional Intelligence to Increase Your Effectiveness

EMPLOYMENT LAW
Basics of Employment Law
Employment Law for Human Resource Professionals
Managing Harassment in the Workplace
Preventing Workplace Harassment
SHRM Essentials of HR Management

FINANCIAL ACUMEN
CELEMI Apples & Oranges® – Business Finance for Everyone
CELEMI Decision Base™

HUMAN RESOURCE MANAGEMENT
Certificate of Human Resource Fundamentals
Basics of Employment Law
Conducting the Performance Appraisal Meeting
Conducting the Performance Review Appraisal
Creating an Inclusive and Harassment-free Workplace
Effective Interviewing and Hiring Practices
Effective Performance Management for Supervisors
Evaluating Employee Performance to Drive Accountability
Performance Management
SHRM-CP/SHRM-SCP Certification Preparation: SHRM Learning System®, SHRM Essentials of HR Management
Talent Development and Succession Planning

INFLUENCE
Coaching Accountability for Impact on People and Results
Communicating With Influence
Effective Organizational Leadership: Engage and Execute
Influence and Persuasion
Influence Within the Organization: High-performance Leadership
Influencing Others
Influencing Up
Motivating Employees
Presenting a Persuasive Business Case

The Center for Corporate and Professional Development
Linking Real-World, Practical Training, Continuous Improvement Consulting and Organization Development Services to Your Strategic Success
Strategies for Leading the Multigenerational Team
Effective Mentoring for High Potentials and Results
Coaching Accountability for Impact on People

MENTORING
Your Effectiveness
Understanding Emotional Intelligence to Increase Your Effectiveness

LEADERSHIP
Certificate for Emerging Leaders
CELEMI Apples & Oranges™ – Business Finance for Everyone
CELEMI Decision Base™
Coaching for Top Performance
Creating a Shared Vision Facilitated Session
Effective Organizational Leadership: Engage and Execute Influence Within the Organization
Interpersonal Leadership Styles Workshop
Leading a Customer Competent Culture
Rethinking the Organization: Appreciative Inquiry Strategies for Leading the Multigenerational Team
Understanding Emotional Intelligence to Increase Your Effectiveness

LISTENING
Effective Listening Skills
Enhancing Interpersonal Communication Skills

MANAGEMENT
Certificate for Emerging Leaders
Certificate of Supervision
Building a Culture of Accountability
CELEMI Apples & Oranges® – Business Finance for Everyone
Coaching Accountability for Impact on People and Results
Coaching for Peak Performance
Coaching Generations in the Workplace
Communicating With Influence for Leaders
Conducting the Performance Appraisal Meeting
Creating an Accountable Culture
Developing Great Managers
Diversity Management in Today’s Workplace
Influence Within the Organization
Effective interviewing and Hiring Practices
Leading a Customer Competent Culture
Managing Discipline
Performance Management
Setting Strategy, Goals and Objectives
Time Management and Prioritizing Techniques
Strategies for Leading the Multigenerational Team
Supervision Essentials
Understanding Emotional Intelligence to Increase Your Effectiveness

MENTORING
Coaching Accountability for Impact on People and Results
Effective Mentoring for High Potentials
Effective Organizational Leadership: Engage and Execute Mentoring: The Quest and The Legacy
Strategies for Leading the Multigenerational Team

MOTIVATION
Effective Organizational Leadership: Engage and Execute
Motivating and Engaging Employees During Times of Change
Motivating Employees

NEGOTIATION
Critical Thinking Through the Art of Asking Questions
Negotiation Skills: Win the Deal and Win the Relationship

PERFORMANCE MANAGEMENT
Coaching Employee Performance
Conducting the Performance Appraisal Meeting
Conducting the Performance Review Appraisal
Evaluating Performance Management to Drive Accountability
SHRM Essentials of HR Management
Talent Development and Succession Planning

PLANNING
Setting Strategy, Goals and Objectives
Time Management and Prioritizing Techniques

PRESENTATION SKILLS
Be a Better Business Speaker
Delivering Powerful Presentations
Each One Teach One: Engaging Workers in Experiential Learning
Facilitation Skills
Get to the Point! Delivering Clear and Concise Technical Information
Presenting a Persuasive Business Case
Proven Techniques for Captivating Listeners

PROBLEM SOLVING
Eight Discipline Problem Solving
Lean Problem Solving
Making Great Decisions
Team Oriented Problem Solving

PROFESSIONALISM
Enhancing Your Professional Presence

PROJECT MANAGEMENT
Certificate in Project Management
Advanced Skills for Managing Projects
CELEMI Cayenne™
Communicating With and Influencing Project Stakeholders
Essential Skills for Managing Projects
Project Leadership
Project Management Executive Overview

SALES
The Professional Customer-focused Sales Approach

SUPERVISION
Certificate of Supervision
Basics of Employment Law
Building a Culture of Accountability
Coaching for Top Performance
Crash the Barriers: Build Your Team
Effective Organizational Leadership: Engage and Execute
Effective Performance Management for Supervisors
Enhancing Interpersonal Communication Skills
Lean for Frontline Supervisors
Making Great Decisions
Managing Discipline
Motivating Employees
Strategies for Leading the Multigenerational Team
Supervision Essentials
Turning Conflict Into Collaboration
Understanding Emotional Intelligence to Increase Your Effectiveness

TEAMBUILDING
Building the Spirit of Teamwork
Coaching Accountability for Impact on People and Results
Crash the Barriers: Build Your Team
Effective Organizational Leadership: Engage and Execute
Effective Team Meetings
Emotionally Intelligent Teams
Managing Accountability and Reducing Conflict
Strategies for Leading the Multigenerational Team
Team Oriented Problem Solving
What’s Preventing Your Team’s Success? Overcoming the Critical Five Dysfunctions of a Team
Working Together to Achieve Results

TIME MANAGEMENT
Prioritizing Projects, To Do Lists and Interruptions
Time Management and Outlook
Time Management and Prioritizing Techniques

TRAINING AND DEVELOPMENT
Certificate of Training and Development
Each One Teach One: Engaging Employees in Experiential Learning
High-impact Learning: Fundamentals for Designing the Adult Learning Experience
SHRM Essentials of HR Management

TRUST
Blueprint for Building Trust
Communication, Trust and Respect in the Workplace

WRITING
Be a Better Business Writer
Be a Better Technical Writer
Business Writing
Customer Service Business Writing
Efficient and Effective Email
Writing Effective Email Messages

CONTACT US
PHONE 330-672-3416
EMAIL YourTrainingPartner@kent.edu
ONLINE www.kent.edu/YourTrainingPartner
When you partner with The Center for Corporate and Professional Development, you’re in good company.

“Kent State’s facilitators really work very closely with us from the standpoint that they are involved in looking at the curriculum and helping us develop it.”

Dave Delost,
Sr. Operational Engineer, Organizational Effectiveness
University Hospitals

“Three words that come to mind regarding our experience with Kent State are easy, inspiring and fun. Kent State provides a true partnership that understands A. Schulman’s objectives and culture, which in turn resonates immensely amongst the facilitators.”

Aimee Trusso,
Human Resource Director for the United States and Canada
A. Schulman

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CONTACT US
PHONE 330-672-3416
EMAIL YourTrainingPartner@kent.edu

ONLINE www.kent.edu/YourTrainingPartner