



Leadership and Business Etiquette Certificate
Curriculum Worksheet
Fall 2018 – Spring 2019

Developmental Studies: DRE 098 Total Required Credits: 18				
Leadership and Business Etiquette Certificate (A25120C)		<u>Pre-reqs</u>	Contact Hours	Credit Hours
FALL I				
BUS 253	Leadership and Management Skills	NONE	3	3
COM 231	Public Speaking	DRE 098 or ENG 111	3	3
ENG 111	Writing and Inquiry	DRE 098	3	3
SPRING I				
OMT 156	Problem Solving Skills	NONE	3	3
MKT 223	Customer Service	NONE	3	3
BUS 270	Professional Development	NONE	3	3

Catalog Description:

This Leadership and Business Etiquette certificate program is designed to teach students the professionalism they need to get and keep a job, and to lead other employees by example. Graduates should be able to present themselves in an appropriate professional manner in any industry in any position upon completion of this certificate.

Program Outcomes:

Upon completion students should be able to

- Identify and exhibit the behaviors needed for organizational effectiveness.
- Demonstrate the ability to handle customer relations.
- Prepare and deliver well-organized speeches.
- Demonstrate competent personal and professional skills necessary to get and keep a job.
- Enhance relationships with others and apply a systematic approach to problem-solving.