



OSU FACILITIES MANAGEMENT LEADERSHIP CERTIFICATE PROGRAM

The OSU Facilities Management Leadership Certificate Program is available to OSU employees who wish to develop management skills to effectively lead people.

Core (4 courses)

7 Habits of Highly Effective People

Discover Your Strengths **OR** DISC

HR Boot Camp

Leadership Principles for Difficult Conversations or Crucial Conversations

Electives (must attend 5 courses) **denotes online course*

360 Leader

5 Languages of Appreciation in the Workplace

A Day in the Life of a Leader

Accountability: Critical Tool in Leadership

Attitude 101

Being a Fair and Caring Manager*

Being an Effective Manager When Times are Tough*

Change Management

Communication Methods that Make Sense-and Make Your Point*

Customer Service in the Field*

Customer Service Confrontation and Conflict*

Decisive: How to Make Better Choices in Life and Work

Effective Communication

Effective Meeting Management

Improving Communication in Cross-cultural Relationships*

Interacting with Customers*

Introduction to Emotional Intelligence

Leadership 101 – Part 1 & Part 2

Managing Experienced Managers*

Negaholics Anonymous
Non-Verbal Communication
Owners and Renters
Performance Review Training
Polishing Your Skills for Excellent Customer Service*
Succeeding with Difficult People
Time Management: Analyzing Your Use of Time*
Understanding Generational Differences
Using Facilitation Skills as a Manager*

Program Specifics:

This certificate program must be completed within three years. The core and elective courses are offered throughout the calendar year. Core and elective courses are subject to change throughout the calendar year to provide a range of options.

Participant Expectations:

1. Enroll in the program through OSU Training Services (<https://talent.okstate.edu>).
2. Complete all core courses and five elective courses to graduate the program. Both classroom and online courses can be used.
 - a. Classroom Courses:
 - i. A course can only be counted one time. All courses used to obtain a certificate of completion cannot be used to complete any other track.
 - ii. Session attendance records will be used for verification purposes. Remember to sign in when you attend a session.
 - b. Online Courses:
 - i. We recommend you keep printed test scores in case they are needed for verification. The Learning Management System must show the class as completed in order for credit to be given.
 - ii. Up to 2 online courses can be counted towards your electives.
3. Once you have completed the program requirements (core and electives), return the program Completion Form to Training Services, 106 Whitehurst or by e-mailing the completed form to osu-trng@okstate.edu.
4. An official Certificate of Achievement will be sent through campus mail. Your supervisor will be notified of your training program completion.

*Upon completion of the FM Leadership Program you will receive a completion certificate and a one-time \$100 incentive payment.



**OSU FACILITIES MANAGEMENT
LEADERSHIP CERTIFICATE PROGRAM
Completion Form**

Employee Name:	Department:
Email:	
Supervisor's Name:	Supervisor's Email:

	Training Course Title	Completion Date
Core Course		
	7 Habits	
	Discover Your Strengths	
	HR Boot Camp	
	Difficult Conversations	
Elective Courses		
	360 Leader	
	5 Languages of Appreciation	
	A Day in the Life of a Leader	
	Accountability: Critical Tool in Leadership	
	Attitude 101	
	Change Management	
	Decisive: How to Make Better Choices in Life and Work	
	Effective Communication	
	Effective Meeting Management	
	Intro to Emotional Intelligence	
	Leadership 101 Part 1	
	Leadership 101 Part 2	
	Negaholics Anonymous	
	Non-Verbal Communication	
	Owners and Renters	
	Performance Review Training	



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Elective Courses (cont.)	Title	Completion Date
	Succeeding with Difficult People	
	Understanding Generational Differences	
	Online Courses	
	Being a Fair and Caring Manager	
	Being an Effective Manager When Times Are Tough	
	Communication Methods that Make Sense and Make Your Point	
	Customer Service in the Field	
	Customer Service Confrontation and Conflict	
	Improving Communication in Cross-Cultural Relationships	
	Interacting with Customers	
	Managing Experienced Managers	
	Managing New Managers	
	Polishing Your Skills for Excellent Customer Service	
	Time Management: Analyzing Your Use of Time	
	Using Facilitation Skills as a Manager	