



# TARGET SKILLS

---

## Certificate and Badge Programs

**EMPLOYEE SUCCESS CENTER**  
[training@usf.edu](mailto:training@usf.edu) | [www.usf.edu/EmployeeSuccess](http://www.usf.edu/EmployeeSuccess)



# CERTIFICATE AND BADGE PROGRAMS

PROGRAM	AUDIENCE	FORMAT
Effective Communication	Individual contributors/managers	🖥️ <b>Online</b> & self-paced; 5 courses
Employee Motivation for Employees	Individual contributors	🖥️ <b>Online</b> & self-paced; 5 courses
Employee Motivation for Supervisors	Managers	🖥️ <b>Online</b> & self-paced; 7 courses
Problem Solving	Individual contributors/managers	🖥️ <b>Online</b> & self-paced; 5 courses
Conflict Management	Individual contributors/managers	🖥️ <b>Online</b> & self-paced; 6 courses
Leading the Self	Individual contributors/managers	🖥️/👤 <b>Hybrid</b> ; 8 online & 2 instructor-led courses
Influential Leadership	Managers	🖥️/👤 <b>Hybrid</b> ; 8 online & 2 instructor-led courses
Organizational Intelligence	Managers	🖥️/👤 <b>Hybrid</b> ; 8 online & 2 instructor-led courses
Leadership Enrichment	Managers	👤 <b>Instructor-led</b> and <b>cohort-based</b> *Please note that this course has a fee
HR Academy	HR practitioners	Please email <a href="mailto:training@usf.edu">training@usf.edu</a>

## Effective Communication

Effective communication is a skill that can be learned, practiced and continuously improved. The courses in this series provide a mix of resources to help the participant deliver the intended message, give and respond to feedback, persuade others and communicate under different circumstances.



**Program Course:** Interpersonal Communication (LinkedIn Learning 37 minutes)

**Skills Covered:** • Interpersonal Communication

**Program Course:** Giving and Receiving Feedback (LinkedIn Learning 48 minutes)

**Skills Covered:** • Giving & Receiving Feedback

**Program Course:** Communicating in Times of Change (LinkedIn Learning 51 minutes)

**Skills Covered:** • Change Communications

**Program Course:** Persuading Others (LinkedIn Learning 30 minutes)

**Skills Covered:** • Interpersonal Communication • Persuasion

**Program Course:** Communicating Across Cultures (LinkedIn Learning 34 minutes)

**Skills Covered:** • Interpersonal Communication • Cultural Awareness

EFFECTIVE COMMUNICATION

[Click here to access this series in USF Employee Learning](#)



## Employee Motivation – Supervisor Track

Employee motivation refers to the intrinsic enthusiasm and drive to accomplish activities. It is that internal drive and complex force that causes an individual to decide to take action. The trick for supervisors is to figure out how to inspire employee motivation at work. This series for supervisors begins with a broad overview that covers the many topics that need to be considered for employee motivation. Specific courses then delve deeper into the topics covered in the broad overview.



**Program Course:** Motivating and Engaging Employees (LinkedIn Learning 46 minutes)

**Skills Covered:** • Talent Management • Mentoring • Coaching

**Program Course:** Driving Workplace Happiness (LinkedIn Learning 49 minutes)

**Skills Covered:** • Talent Management • Human Resources • Strategic Human Resources Planning

**Program Course:** Creating a High Performance Culture (LinkedIn Learning 1 hour 4 minutes)

**Skills Covered:** • Productivity Improvement

**Program Course:** Coaching for Results (LinkedIn Learning 1 hour)

**Skills Covered:** • Coaching

**Program Course:** Managing High Performers (LinkedIn Learning 16 minutes)

**Skills Covered:** • High Performance Teams • Talent Management • Team

**Program Course:** Managing Multiple Generations (LinkedIn Learning 42 minutes)

**Skills Covered:** • People Management • Diversity and Inclusion • Generational Differences

**Program Course:** Rewarding Employees (LinkedIn Learning 17 minutes)

**Skills Covered:** • Employee Recognition • Talent Management

**EMPLOYEE MOTIVATION – SUPERVISOR TRACK**  
Click here to access this series in USF Employee Learning



## Employee Motivation – Employee Track

People have different motivators at work, and the reasons are multifaceted beyond the paycheck. Work extends into all areas of life and happiness. Contrary to popular belief, it's not just the supervisor's role to motivate employees – there are many opportunities and strategies that employees can utilize to motivate themselves overall. This series is for employees who want to better understand how they can work on all aspects of motivation. Motivation can come from many areas. Likewise, many aspects of life may hamper motivation. Therefore, this series covers a wide range of whole-person solutions for use in life and work.



**Program Course:** Finding Your Purpose at Work (LinkedIn Learning 53 minutes)

**Skills Covered:** • Career Management

**Program Course:** Holding Yourself Accountable (LinkedIn Learning 35 minutes)

**Skills Covered:** • Accountability

**Program Course:** Cultivating a Growth Mindset (LinkedIn Learning 59 minutes)

**Skills Covered:** • Productivity Improvement

**Program Course:** Overcoming Procrastination (LinkedIn Learning 24 minutes)

**Skills Covered:** • Time Management

**Program Course:** Avoiding Burnout (LinkedIn Learning 24 minutes)

**Skills Covered:** • Work-Life Balance

EMPLOYEE MOTIVATION – EMPLOYEE TRACK  
[Click here to access this series in USF Employee Learning](#)



## Problem Solving

Problem solving involves a spectrum of processes, including generating ideas, evaluating, making decisions, and implementing a solution. Often, we are only treating a symptom instead of addressing the core problem. For this reason, it is important to thoroughly investigate and think outside of the box. A creativity course has been included, as creativity is an important aspect in problem solving. It allows you to see things from all angles, helping to generate novel ideas or solutions to problems. A dedicated course on brainstorming will focus on creating effective group sessions by combining creativity, problem solving, and group discussion. The final course pulls all of the previous ideas together with some concrete examples. It wraps up with tips on presenting your new solution to your audience and stakeholders.



**Program Course:** Making Decisions (LinkedIn Learning 11 minutes)

**Skills Covered:** • Management, Decision Making

**Program Course:** Problem Solving Techniques (LinkedIn Learning 1 hour 32 minutes)

**Skills Covered:** • Logical Reasoning, Problem Solving

**Program Course:** The Five Step Creative Process (LinkedIn Learning 19 minutes)

**Skills Covered:** • Creative Process Development

**Program Course:** Learning Brainstorming (LinkedIn Learning 42 minutes)

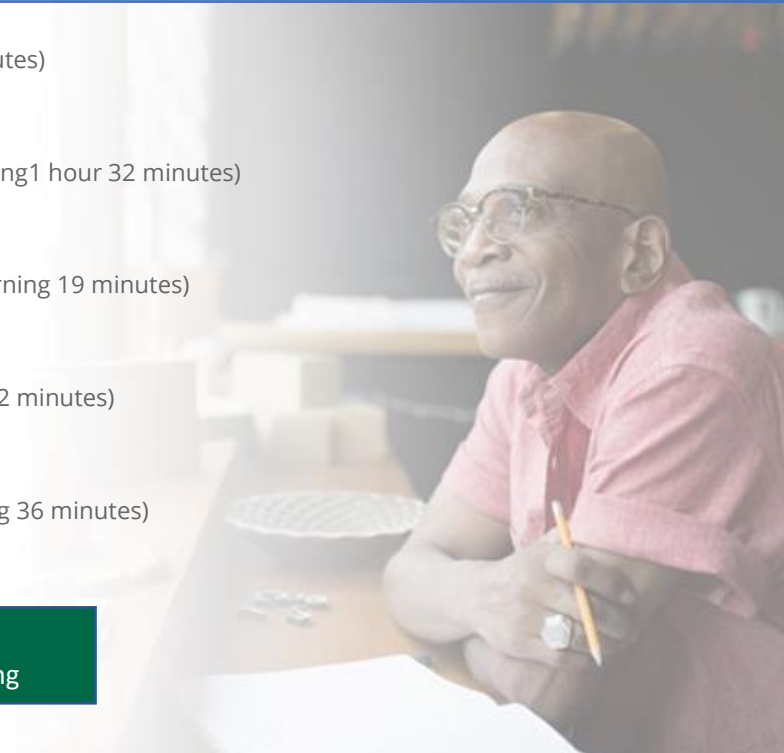
**Skills Covered:** • Teamwork • Design Thinking

**Program Course:** Solving Business Problems (LinkedIn Learning 36 minutes)

**Skills Covered:** • Problem Solving

PROBLEM SOLVING

[Click here to access this series in USF Employee Learning](#)



## Conflict Management

Effective conflict management is a critical skill set for success in the workplace and in life. When harnessed effectively, conflict can be a force that strengthens the work culture and builds stronger relationships. This certificate program is designed to increase your comfort level with conflict and to help you approach conflict from a more positive



**Program Course:** Conflict Resolution Foundations (LinkedIn Learning 51 minutes)

**Skills Covered:** • Conflict Resolution

**Program Course:** Improving Your Conflict Competence (LinkedIn Learning 46 minutes)

**Skills Covered:** • Conflict Resolution

**Program Course:** Having Difficult Conversations (LinkedIn Learning 1 hour 7 minutes)

**Skills Covered:** • Interpersonal Communications

**Program Course:** Negotiation Foundations (LinkedIn Learning 1 hour 5 minutes)

**Skills Covered:** • Negotiation

**Program Course:** Building Trust (LinkedIn Learning 54 minutes)

**Skills Covered:** • Building Trust

CONFLICT MANAGEMENT

[Click here to access this series in USF Employee Learning](#)

## Leading the Self

Because success as a leader is often measured by external factors that can be quantified, the internal path is often overlooked. Starting with the self is essential for understanding how you will impact others, how you will persevere through challenges, and what purposes will define your

**Program Course:** Goal Planning (Instructor-led 1.5 hours)

**Skills Covered:** • Goal Planning • Perseverance • Speaking up • Relationship-Building

**Program Course:** Speaking up at Work (LinkedIn Learning 22 minutes)

**Skills Covered:** • Goal Planning • Perseverance • Speaking up • Relationship-Building

**Program Course:** Staying Positive in the Face of Negativity (LinkedIn Learning 56 minutes)

**Skills Covered:** • Resilience • Rational Decision-Making • Emotional Intelligence • Communication

**Program Course:** Applied EQ - Emotional Intelligence at Work (Instructor-led 1.5 hours)

**Skills Covered:** • Resilience • Rational Decision-Making • Emotional Intelligence • Communication

**Program Course:** Balancing Work & Life (LinkedIn Learning 35 minutes)

**Skills Covered:** • Time Management • Efficiency • Well-Being

**Program Course:** Well-being in the workplace (LinkedIn Learning 23 minutes)

**Skills Covered:** • Time Management • Efficiency • Well-Being

**Program Course:** Unconscious Bias (LinkedIn Learning 28 minutes)

**Skills Covered:** • Self-Awareness • Accountability • Empathy

**Program Course:** Mastering Self-Leadership (LinkedIn Learning 26 minutes)

**Skills Covered:** • Self-Awareness • Accountability • Empathy

**Program Course:** Leadership Foundations: Styles and Models (LinkedIn Learning 45 minutes)

**Skills Covered:** • Networking • Relationship-Building • Understanding Leadership Concepts

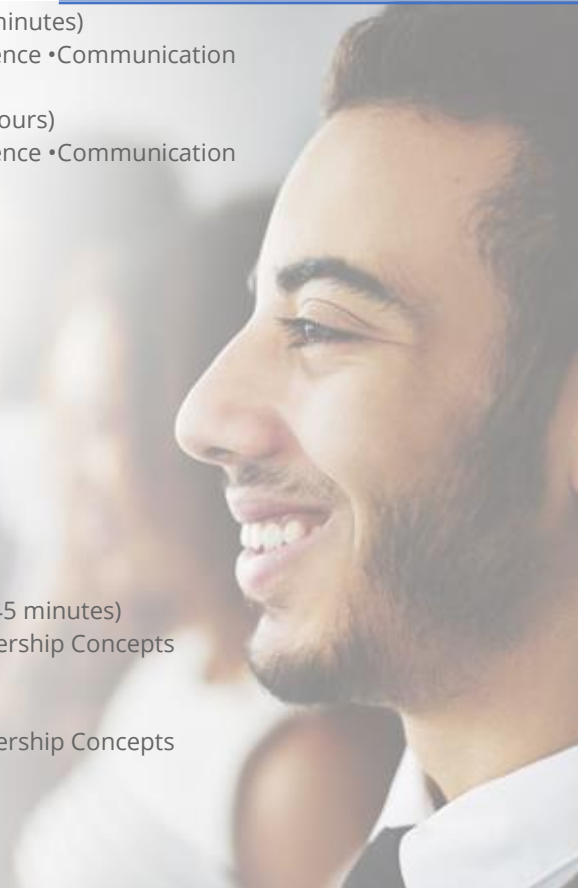
**Program Course:** Taking Ownership of Your Career (LinkedIn Learning 51 minutes)

**Skills Covered:** • Networking • Relationship-Building • Understanding Leadership Concepts



LEADING THE SELF

[Click here to access this series in USF Employee Learning](#)





## Influential Leadership

To lead others, you must be able to understand them. How can you tap into your team's mind to encourage out of the box thinking and creativity? This program will focus on learning about others to build a culture of belonging, engagement, innovation and motivation.



**Program Course:** Leadership Foundations (LinkedIn Learning 40 minutes)

**Skills Covered:** • Understanding Motivation and Values • Coaching

**Program Course:** Developing Your Team Members (LinkedIn Learning 52 minutes)

**Skills Covered:** • Understanding Motivation and Values • Coaching

**Program Course:** Giving & Receiving Feedback (Instructor-Led 1 hour)

**Skills Covered:** • Communication • Giving & Receiving Feedback

**Program Course:** Collaborative Leadership (LinkedIn Learning 37 minutes)

**Skills Covered:** • Creating a culture of win-win and inclusion • Team Building

**Program Course:** Building & Maintaining Trust (Instructor-Led 1 hour)

**Skills Covered:** • Creating a culture of win-win and inclusion • Team Building

**Program Course:** Managing Your Well-Being as a Leader (LinkedIn Learning 41 minutes)

**Skills Covered:** • Empathy • Reasoning

**Program Course:** Communicate with Charisma (LinkedIn Learning 22 minutes)

**Skills Covered:** • Communication • Empathy

**Program Course:** Leading Inclusive Teams (LinkedIn Learning 1 hour)

**Skills Covered:** • Understanding diverse audiences

**Program Course:** Leading & Motivating People with Different Personalities (LinkedIn Learning 39 minutes)

**Skills Covered:** • Understanding diverse audiences

INFLUENTIAL LEADERSHIP

[Click here to access this series in USF Employee Learning](#)

## Organizational Intelligence

It takes a vast set of qualities for leaders to move to the top. Emotional intelligence, technical proficiency, fortitude, and resilience are just some of the characteristics of strong leaders. Yet many leaders are still unable to get the organization to do what they want. Organizational Intelligence (OQ) involves navigating complex systems while reducing uncertainty to drive the collective brainpower to achieve the mission.



**Program Course:** Leading Strategically (LinkedIn Learning 55 minutes)

**Skills Covered:** •Decision-Making and Execution •Understanding Different Points of View

**Program Course:** Navigating Complexity in Your Organization (LinkedIn Learning 41 minutes)

**Skills Covered:** •Decision-Making and Execution •Understanding Different Points of View

**Program Course:** Cultivating Mental Agility (LinkedIn Learning 36 minutes)

**Skills Covered:** Agility

**Program Course:** Why Critical Thinking is Critical in the 21st Century (Instructor-Led 1.5 hours)

**Skills Covered:** •Critical Thinking •Injecting Action Strategy

**Program Course:** Creating a Culture of Strategy Execution (LinkedIn Learning 47 minutes)

**Skills Covered:** •Critical Thinking •Injecting Action Strategy

**Program Course:** The Challenge of Change (Instructor-Led 1.5 hours)

**Skills Covered:** • Guiding w/ Confidence •Engaging Employees, Stakeholders •Navigating Change, Complexity

**Program Course:** Change Leadership (LinkedIn Learning 37 minutes)

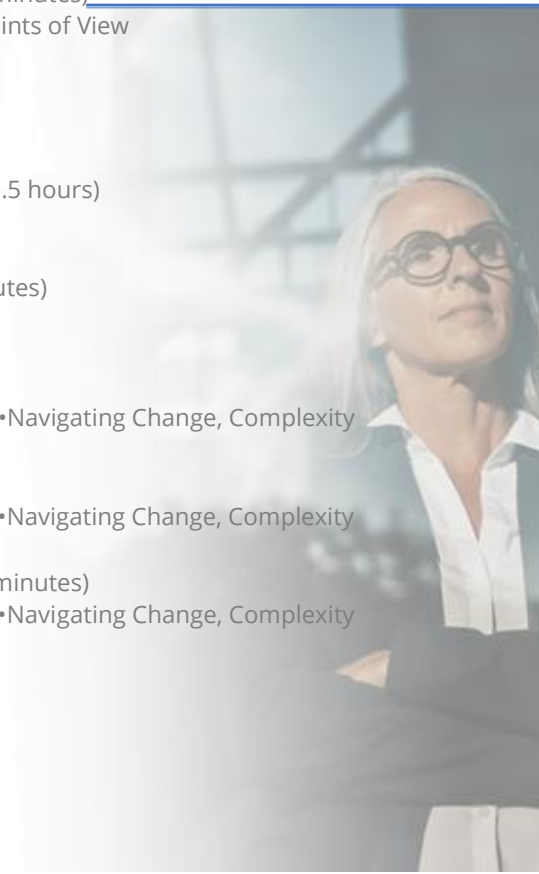
**Skills Covered:** • Guiding w/ Confidence •Engaging Employees, Stakeholders •Navigating Change, Complexity

**Program Course:** How to Support Your Employees Well-Being (LinkedIn Learning 34 minutes)

**Skills Covered:** • Guiding w/ Confidence •Engaging Employees, Stakeholders •Navigating Change, Complexity

ORGANIZATIONAL INTELLIGENCE

[Click here to access this series in USF Employee Learning](#)



## HR Academy

The HR Academy takes all HR Professionals along the journey of the employee life cycle.



### Module 1; Source and Select

- The importance of building an inclusive environment for candidates to be attracted to and stay
- Diversifying recruiters and the recruited
- Fair and Effective Communication throughout the interview phase
- Exhibiting the USF Culture during and after hire.

**Skills Covered:** • Relationship Building • Diversity and Inclusion

### Module 2; Develop and Perform

- Engaging New Hires
- Maintaining Self- Awareness to support effective communication
- Coaching during the Onboarding experience to enhance productivity
- Establishing the cycle of Performance Management

**Skills Covered:** • Coaching • Motivation • Giving & Receiving Feedback

### Module 3; Coach and Career Plan

- Coaching the Whole Person- What does that mean?
- Inspirational Communication in the Workplace
- Cultivating High Performance in All Levels of Performers
- Applying Inclusivity While Coaching & Facilitating

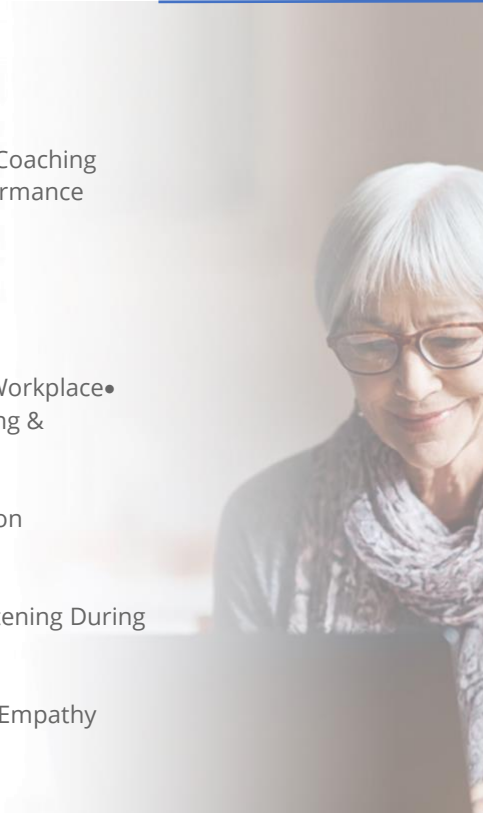
**Skills Covered:** • Interpersonal Communications • Coaching • Diversity and Inclusion

### Module 4; Separation

- A roadmap to The Meeting
- Effective Communication and Guidance
- Practicing Active Listening During the Process
- Expressing Empathy During the Separation Process

**Skills Covered:** • Interpersonal Communications • Having Difficult Conversations • Empathy

Please email [training@usf.edu](mailto:training@usf.edu) for upcoming program information



## Leadership Enrichment

*Please note: This course has an associated cost to be covered by the employee's department.*

Leadership Enrichment is an interactive, cohort-based program that provides USF mid-level leaders with the opportunity to examine themselves as leaders and to expand their self-awareness of effective leadership skills, styles and behaviors. A CliftonStrengths assessment is included in the cost of the program. The program is delivered by a leadership expert over a five-month period. This format allows for large and small group discussions, Individual coaching, Internal networking opportunities and in-between session activities designed to implement learning into real life.



**Delivery:** Ten, two-hour live virtual sessions

- What is Leadership? The Role of Trust
- CliftonStrengths activities; Understanding Ourselves
- Building Your Executive Presence
- Values-Based Decision Making (VBDM) and Culture
- Engagement, Communication and Active Listening
- Reputation, Signatures and Setting Standards
- Influencers; Ourselves and Others
- Time & Personal Management Skills
- Conflict Resolution & Negotiation Basics
- Personal Development Plans

### Skills:

Building Trust •Self-Awareness •Interpersonal Communication •Time Management  
•Conflict Resolution •Negotiation •Goal Planning •Professional Communication

This cohort program has an application process. [Click here to visit the LEADERSHIP ENRICHMENT webpage for upcoming opportunities.](#)



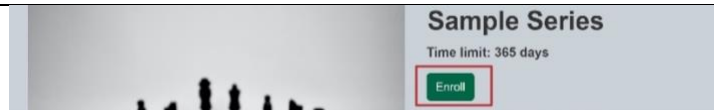
# CERTIFICATE AND BADGE PROGRAMS

## 🖥️ Instructions for Fully Online Programs

1. Access each program through **USF Employee Learning** in one of two ways:
  - a) Via direct link to program
  - b) Search by topic or category in USF Employee Learning



2. Enroll in the program.



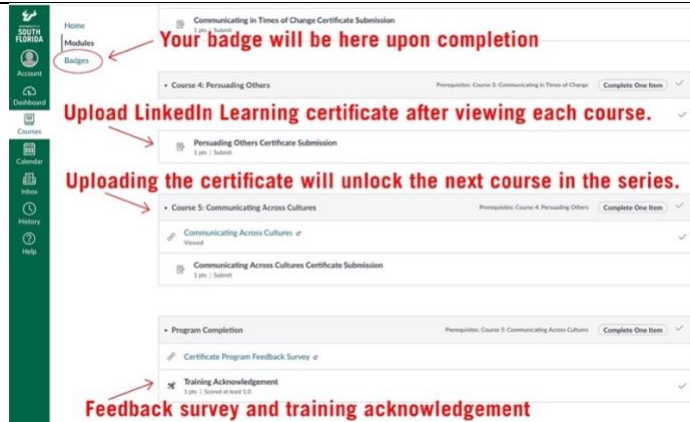
3. Proceed to your dashboard and click to begin the series.

Congratulations! You have successfully enrolled.

[Go to your Dashboard](#) [Return to Catalog](#)



4. Each series consists of several modules. Each module contains a full course to view via LinkedIn Learning. After viewing the course, upload the LinkedIn Learning completion certificate.
5. After completing each module/course by uploading the certificate, the following module will unlock. Continue until all modules are complete.
6. In the final module, complete the feedback survey and training acknowledgement.
7. Congratulations! Once complete, you can view your badge in the upper left "badge" menu.



8. You'll receive an email with your certificate shortly after completion. Allow one full business day for your official GEMS employment record to be updated with your achievement!



**For further instructions, please visit our [USF Employee Learning](#) web page.**

You'll find video tutorials and job aids such as the following:

- Using the student dashboard
- Enrolling in courses
- Completing hybrid programs (such as the Leadership certificate programs)
- Setting up a Badgr backpack and sharing your badges on social media
- And much more!

**EMPLOYEE SUCCESS CENTER**  
[training@usf.edu](mailto:training@usf.edu) | [www.usf.edu/EmployeeSuccess](http://www.usf.edu/EmployeeSuccess)