

NONCREDIT BUSINESS

EMOTIONAL INTELLIGENCE IN THE WORKPLACE - CERTIFICATE OF COMPLETION (NCL)

About the Program

Emotional intelligence (“EQ”) is the ability to understand and manage emotions. This certificate is designed to equip students with the ability to manage or improve many workplace issues that will lead to more meaningful and successful collaborations. Students will have the opportunity to develop and practice relational and emotional skills, including, but not limited to, empathy, motivation, flexibility, self-awareness, social skills, active listening, conflict resolution, communication, and receiving feedback. They will gain an understanding of where their behavior patterns originate and how to adjust behaviors to have greater career success. Through detailed discussion and analysis, students will practice these new skills, and learn how to apply them to an established job, new job, or their own small business. This certificate program is highly recommended for students who are currently in, or preparing to enter, the workforce. This program will also aid students in preparing for college-level courses in Business.

Program Outcomes

Upon completion of this program, students are able to:

- Recognize how resilience will unleash personal and professional potential.
- Recognize how workplace relationships can be enhanced through EQ strategies.
- Eliminate emotional and relational barriers which stunt professional growth.
- Critically identify personal strengths and areas of improvement.
- Demonstrate healthy conflict resolution processes.
- Compassionately engage with others to solve problems and work towards common goals.
- Evaluate their priorities and vision for their future.

Learning and Career Pathway Maps

[View Program Pathway Map](#)

Required Core: (26 Hours)

Prefix #	Title	Hours
NBUS 215	Workforce Power Skills	9
NBUS 216	Career Success Through Compassion	18

Total Hours: 26