

A photograph of students in a classroom or study hall. In the foreground, a man in a red and white plaid shirt is looking down at a book or paper. To his right, a woman is also looking down, holding a pen. In the background, other students are visible but out of focus. The entire image is framed by a thin red border.

# OCPT COURSE OFFERINGS 2023-2024

 Temple  
University  
Off-Campus Programs  
and Training

# OCPT COURSE OFFERINGS 2023-2024

## CERTIFICATE PROGRAMS

- **Certificate in Project Management**
- **Certificate in Leadership and Management**

Certificate programs require 30 hours of instruction plus submission of a final portfolio. The 30 hours are comprised of four core courses for each certificate, plus a Strengths-Based Coaching workshop and a Final Portfolio workshop.

## BUSINESS ANALYSIS AND STRATEGIC THINKING

- **Design Thinking and Problem Solving** (16 hours)
- **Process Improvement Approaches** (8 hours)
- **Process Mapping and Workflow Design** (8 hours)

## COMMUNICATION

- **Applying Emotional Intelligence** (4 hours)
- **Effective Interpersonal Communication** (4 hours)
- **Gallup-Certified Strengths-Based Coaching** (length dependent on coverage needs; half-day advised)
- **Persuasion and Influence: Making Change Without Power** (4 hours)
- **Strengths Team Building and Collaborative Communication** (4 hours)
- **Tools and Techniques for Positive Conflict Resolution** (8 hours)

## CUSTOMER SERVICE

- **Delivering Quality Customer Service** (4 hours)

## LEADERSHIP AND MANAGEMENT

- **Creating a Culture of Feedback** (4 hours)
- **Discovering the Leader in You** (8 hours)
- **Gallup-Certified Strengths-Based Coaching** (length dependent on coverage needs; half-day advised)
- **Leading the Way: Developing 21st Century Leadership Skills** (16 hours)
- **Managing the Tough Spots** (8 hours)
- **Supervising Hourly Employees** (16 hours)

## PROJECT MANAGEMENT

- **Project Management Boot Camp** (16 hours)
- **Project Management Basics** (8 hours)

## WRITING

- **Business Writing Bootcamp** (16 hours; can be broken up into 2 or 4 day increments)
- **Writing for the Workplace** (4 hours)

# COURSE OFFERINGS

For more than six decades, Temple has reached out beyond its brick and mortar campuses to bring its rich educational resources to the community. The mission of the Office of Off-Campus Programs and Training is to offer courses to off-campus sites including businesses, school districts, units of government, and non-profit organizations.

*All courses are available as in-person, online and hybrid options to meet our clients' needs.*

## **APPLYING EMOTIONAL INTELLIGENCE (8 HRS)**

For managers and employees working in high-stress environments, Emotional Intelligence has proven to be a requisite skillset. We'll learn about how practices like empathetic communication and self-management will engender increased conflict resolution, productivity, inclusivity, and communication at work. Participants will learn about Emotional Intelligence's core domains, about assessing their own emotions, about managing difficult emotions, about communicating with empathy, as well as actively listening. We'll close the session with participants using their new knowledge to identify specific ways in which they can better interact with their colleagues.

## **BUSINESS WRITING BOOTCAMP (16 HRS)**

With clear correspondence comes clear results; our comprehensive workshop in writing for business teaches participants to write clearly, concisely, effectively, and inclusively, in the effort to affect precision. We'll explore practical tips such as how to properly describe events in writing, how to give context to correspondence, how to differentiate between fact and opinion, how to write for specific audiences in a culturally competent manner, and how to structure workplace reports. Suitable for managers and employees, this course can be broken up into either two- or four-day increments of instruction.

# COURSE OFFERINGS

## **CREATING A CULTURE OF FEEDBACK (4 HRS)**

What if your employees could get all the benefits of feedback without any of the sting? Developing a culture in the workplace that sees feedback as regular, open, and honest can set an organization up for increased trust and cooperation between managers and employees. We'll use a growth mindset to keep participants balanced as they begin to practice the arts of giving and receiving feedback and active listening. Before our conclusion, we'll complete a comprehensive feedback playbook and there will be plenty of practice on structuring conversations to elicit a culture of peer support, instead of acrimony.

## **DESIGN THINKING AND PROBLEM SOLVING (16 HRS)**

Quality customer service is a central tenet of business – but how does your organization practice this on the ground? In this course, we'll explore natural byways to develop an inclusive customer-centered approach that prioritizes both customers and employees, even in high-stress environments. Participants will learn the principles of emotional intelligence as well as active listening before learning conflict management styles and more. Our interactive session concludes with participants developing context-specific action plans to utilize within their daily routines.

## **DESIGN THINKING AND PROBLEM SOLVING (16 HRS)**

While every workplace has their own unique problems, design thinking imbues teams with a framework that enables the crafting of unique solutions. Real-world issues are used to lead participants through the design thinking model of empathize, define, ideate, prototype, and test. Participants will utilize task-based learning to practice designing innovative fixes to their respective workplace conundrums; finally, they will learn how they can take this framework with them back to work.

## **DISCOVERING THE LEADER IN YOU (8 HRS)**

Ever wonder how to increase employee retention and satisfaction? Effective management, honed with a sense of equity and professionalism, is a great place to start. In this workshop, participants will learn the vital tools that allow them to see themselves as leaders by focusing on realizing their own unique styles and how they can utilize them to build a culture of respect and support. Consideration of different platforms (local, remote, virtual) will be integrated to produce a workshop that will have staying power with either veteran leaders or burgeoning managers.

# COURSE OFFERINGS

## **EFFECTIVE INTERPERSONAL COMMUNICATION (8 HRS)**

When employees know their own communication styles and those of their colleagues, they're able to trailblaze a new culture of trust. All too often, our well-intended communications are misinterpreted; this often affects more than just relationships in the workplace. For this session, we'll teach participants how to flex their communication style, how to respond to and influence others, how to encourage collaboration and build that culture of trust. We'll also have time devoted to navigating communication roadblocks, responding to conflict, and more.

## **GALLUP-CERTIFIED STRENGTHS-BASED COACHING**

**(LENGTH DEPENDENT ON COVERAGE NEEDS; HALF-DAY INCREMENTS ARE ADVISED)**

We all have talents – but how can these gifts be flexed at work to become productive strengths? Gallup has spent the last 40 years studying data and has found that people who focus on their strengths are six times as likely to be engaged in their work and are more likely to have better quality of life. For this workshop, we'll work to discover and catalog the talents within the room before moving into a deeper dive about how we can use them intentionally at work. Did we mention that this program can be customized to fit the specific coaching needs a team has, including communication, change-management, team building, achievement, and more? Focusing on strengths helps teams to thrive – let's build a culture of that at the workplace.

## **LEADING THE WAY: DEVELOPING 21ST CENTURY LEADERSHIP SKILLS (16 HRS)**

Suitable for upper level managers working to support a large labor force, this workshop will equip leadership with a new toolkit to bring their organization into the 21st century. Depending on the client's needs, we'll utilize either Gallup-Certified Strengths or Situational Leadership as our keystone to learn about what proper leadership is, competencies a leader must have, how to give feedback, and more. This workshop provides managers with multiple comprehensive and research-backed practices they can use immediately in a context tailored to fit any organization.

## **MANAGING THE TOUGH SPOTS (8 HRS)**

Sometimes everything flows just as expected, but when "sometimes" goes missing, there are ways to address difficulties too. In this session, participants will gain insight, competencies, and tools to help analyze and work through any issue – be it a workplace safety issue, a staff member suffering from burnout, or a sensitive salary negotiation. Topics include conflict management, dealing with difficult people, critical thinking skills, decision making, problem solving, negotiation techniques, assertive communication and much more. When the workday stops short of going perfectly as planned, learning how to manage the tough spots proves to be a vital skill for all employees.

# COURSE OFFERINGS

## **PERSUASION AND INFLUENCE: MAKING CHANGE WITHOUT POWER (8 HRS)**

Change is a word filled with potential – but how can that potential make an appearance in the workplace? In this session, participants will learn how creating change can be tied to inclusive principles grounded in persuasion and influence that can help to make an impact at work. Changes in formal structures happen when employees know how to identify and manage resistance, how to communicate and actively listen well, how to build buy-in, and understand the needs of stakeholders from a foundation of equity. Our course uses case studies and practical methods to build that essential toolkit of principles, so participants can create change at any organization.

## **PROCESS IMPROVEMENT APPROACHES (16 HRS)**

Each staff member has unique processes they use to accomplish their goals at work – so why use the same process improvement approach? Our workshop teaches multiple tools and techniques to accommodate a variety of processes and work styles. Instead of one static toolkit, we'll focus on learning key elements that allow participants to compare various methodologies and choose the best fit. After building a custom process improvement idea, we'll create a comprehensive improvement project, develop a force-field analysis, and document key metrics of process performance.

## **PROCESS MAPPING AND WORKFLOW DESIGN (8 HRS)**

Workflows and processes are the backbone of any modern organization – but in the intricate companies of today, various processes create a complex system of cause and effect. Mapping, managing, and designing these processes is fundamental to knowing how to not only understand systems, but teach new employees; in this course, we'll look at process mapping and workflow design from a system theory lens to focus on the global, rather than local. We'll create flowcharts, activity diagrams, and cross-functional maps to understand business processes and workflows as well as learn which processes and workflows can be streamlined. Finally, participants will document and analyze complex business processes using case studies and real-world examples before looking at how these maps can be presented to stakeholders.

# COURSE OFFERINGS

## **PROJECT MANAGEMENT BASICS (8 HRS)**

Our streamlined Project Management Basics course allows employees of all levels to learn vital principles and bring their projects into fruition, no matter the context. We'll look at essential processes needed to start a project like developing a plan, timelines, and more before extensively covering the tools needed to keep these projects moving forward such as cost management and budgeting. Participants will gain a meticulous understanding of all the project management basics required to ensure success in a solutions-oriented atmosphere focused on results.

## **PROJECT MANAGEMENT BOOT CAMP (16 HRS)**

Gain familiarity with essential tools and templates of effective project management in our two-day boot camp workshop. Participants will learn about the initiation and planning processes as well as effective and equitable management including the scope statement, project timeline, stakeholder register, communication management plan, and more. Our two-day boot camp will train your staff in the fundamentals needed to supercharge project timelines and outcomes, while keeping burnout at bay.

## **STRENGTHS TEAM BUILDING AND COLLABORATIVE COMMUNICATION (4 HRS)**

What does prioritizing a culture of honest employee feedback look like in the day-to-day? Learn how the Radical Candor paradigm can create positive and inclusive frameworks for employees to give and receive valuable feedback and find solutions that focus on results. Participants will learn about what is required to give and receive feedback, how they can ease into discomfort, what good feedback sounds like, and more. Before our conclusion, we'll spend plenty of time practicing the art of feedback as well as developing a list of context-specific commitments needed to keep the conversation going.

# COURSE OFFERINGS

## **SUPERVISING HOURLY EMPLOYEES (16 HRS)**

Our two-day supervision workshop is designed for new managers who are now confronting the challenges of building a culture of safety and trust as they supervise hourly employees. In this client-driven session, participants will learn not only what a manager is, but also how a leader is different, how being a “boss” is different than being just a coworker, how to engage in active listening, and the tenets of Situational Leadership. On our second day, participants will learn about what effective communication looks like using the DiSC model as well as how to give effective and culturally competent feedback to employees. Challenges abound for new managers – give them a playbook for their daily work with this specially designed workshop.

## **TOOLS AND TECHNIQUES FOR POSITIVE CONFLICT RESOLUTION (8 HRS)**

An indispensable remedy for workers in high-stress, high-burnout environments, our sets of tools and techniques for handling conflict provide research-backed methods that assure equitable workplace solutions. Participants will learn what positive and negative conflict is, what triggers conflict, and how to successfully de-escalate conflicts at work and in the field. We’ll then learn about styles of conflict resolution before developing anticipatory conflict plans meant to foster a culture of safety and respect.

## **WRITING FOR THE WORKPLACE (4 HRS)**

For many organizations, daily email correspondence is what keeps information flowing; our workshop ensures that employees know not only how to use the technical aspects of email software but also how to craft precise emails, free from misinterpretation. This session explores how to flex different tones in writing, how to effectively organize writing, how to utilize best practices for writing inclusively in the workplace, and more. We’ll end the session with plenty of practice, along with a personalized action plan for continuous improvement beyond the classroom.

**For additional information, or to register for courses,  
please email [ocpt@temple.edu](mailto:ocpt@temple.edu).**