

Position Expectations - Generalist - Merit

Where	Course Title	Course #
<i>Civil & Respectful Interactions</i>		
e	The Process of Interpersonal Communication	COMM0001
e	The Mechanics of Effective Communication	COMM0002
e	Communication Skills for the Workplace	COMM0003
e	Increasing Your Emotional Intelligence	COMM0144
e	Enhancing Your Listening Skills	COMM0154
e	Professional Assertiveness	COMM0171
e	Everyday Business Etiquette	COMM0181
i	Effective People Skills	20
i	The Spirit at Work: A Video Discussion Group	235
i	Maintaining a Positive Attitude in a Challenging Environment	248
i	Energizing Your Work Using the FISH! Philosophy	308
<i>Diversity and Inclusion</i>		
e	International Communications Simulation	COMM0020
e	The Impact of Culture on Communication	COMM0021
e	The Art of Global Communication	COMM0022
e	Improving Your Cross-cultural Communications	COMM0023
e	Building Effective Intercultural Relationships	COMM0192
e	Building Effective Intergender Relationships	COMM0193
e	Why Diversity Matters	HR0021
e	Introduction to Work Force Generations	LEAD0231
i	Building Bridges: Understanding Diversity Issues in the Workplace	115
i	Building Bridges: Creating Environments Inclusive of Lesbian/Gay/Bisexual/Transgender People	150
i	Team Building Techniques that Work	57
i	The UI Anti-Harassment Policy	152
i	Building Our Global Community Series	BGC
<i>Responsibility & Accountability</i>		
e	Communicate for Results	COMM0004
e	Leadership Without Authority	COMM0513
e	Dynamics of Leadership	LEAD0126
e	Ethical Decision Making	PD0171
i	E-Mail Etiquette and Survival Strategies	245
i	Emotionally Intelligent Leadership	19
i	Organizational Skills and File Management	266
i	Procurement Card Training	160
<i>Learning and Professional Development</i>		
e	Knowledge as Strategy: Performance Improvement	KNOW0111
e	The Power of the Learning Organization	KNOW0112
e	The Potential of Self-directed Learning	KNOW0113
e	Implementing and Evaluating Self-directed Learning	KNOW0114
e	Get Your Career on to the Fast Track	PD0131
e	Self-empowerment: Managing from Within	PD0262
e	Successful Lifelong Learning	PD0265
i	Gotten Any Interviews Lately?	37
i	Interviewing Skills: What Do I Say Now?	38
i	Office Professional Series	OPS
i	DiSC Personalized Leadership Assessments	DISC
i	The Seven Habits of Highly Effective People	203

e = Learning Online with SkillSoft

i = instructor-led