

# MANAGING TO MAXIMIZE PERFORMANCE, CERTIFICATE OF COMPLETION

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## Requirements

The Managing to Maximize Performance Certificate enables students to develop the coaching and management collaboration techniques and skills to open up additional work and advancement opportunities. This certificate is also a gateway into other noncredit and credit programs, helping students develop workplace skills and training that will qualify them for even more work opportunities.

There are no prerequisite requirements for this program, and courses are open to all students.

Code	Title	Units
PROW NC036	The Art of Negotiating and Collaborating	0
PROW NC021	Coaching Skills	0
PROW NC032	Difficult Conversations	0

## Learning Outcomes

1. Identify and describe opportunities to provide coaching in the workplace, including when an employee is nonperforming.
2. Explain using examples the difference between coaching in a work setting, mentoring and performance counseling.
3. Demonstrate through role play how managers can apply negotiation and collaboration skills as they supervise and manage employees.
4. List and define 4 tools for negotiation and collaboration on the workplace.
5. Write and deliver a difficult conversation in response to a managerial case study or assignment.