

MANAGEMENT DEVELOPMENT CERTIFICATE CURRICULUM

MDC participants may check for schedules of course by logging on their MDC Curriculum on the Delaware Learning Center, website at: <http://hrm.omb.delaware.gov/training/>.
Check listings often because updates are made throughout the year.

REQUIRED COURSES:

- 360 Degree Feedback (**Fee \$175**)
- Diversity: Food for Thought
- Ethical Conduct in Government (½ day)
- Fundamentals for Leadership Series, which includes the following half-day workshops, unless noted otherwise:
 - Basic Principles of Leadership: Building Trust under Pressure (**Fee \$60**)
 - Correcting Performance Problems (**Fee \$60**)
 - Developing Others (**Fee \$60**)
 - Planning & Reviewing Performance (9:00 a.m.—4:00 p.m.)
 - Problem Solving (9:00 a.m.—4:00 p.m.)
 - Providing Constructive Feedback (**Fee \$60**)
 - Recognizing Positive Results
- HR Basics (online)
- Know Your State Government (online)
- Workforce Planning
- Principles of Quality: An Introduction
- Principles of Quality: Customer Service and Employee Engagement

ELECTIVE COURSES: (must complete 4)

- Coaching and Counseling
- Conflict Resolution
- DEL Tutorial (DE Employment Link) and Selection Interviewing (both online)
- Emotional Intelligence
- Facilitation Skills for Planning Meetings
- Knowledge Transfer
- Managing Generational Differences
- Project Management
- Using the EAP as a Performance Improvement Resource (½ day)
- Work Process Improvement Tools & Techniques