Lead with professionalism and integrity – they “walk the talk”
Organize and plan work and resources effectively
Tackle problems with confidence and handle the unexpected
Take responsibility for his/her decisions
Demonstrate business knowledge and skills and makes sound judgments
Are team oriented, inclusive and coach to support and develop
Inspire others to go the extra mile
Set clear expectations and communicate effectively, and “push for results”
Confront and resolve conflict

Take the following 10 courses to complete the certification:

1. **Frontline Leadership**  (2 hours) $99
2. **Using Your Strengths**  (4 hours) $169
3. **Effective Communication**  (4 hours) $169
4. **Delivering Great Customer Service**  (4 hours) $169
5. **Embracing Change at Work**  (4 hours) $169
6. **Prioritizing My Time**  (4 hours) $169
7. **Becoming a Team Player**  (4 hours) $169
8. **Handling Conflict at Work**  (4 hours) $169
9. **Dealing with Difficult People**  (4 hours) $169
10. **Professionalism**  (2 hours) $99

Certification Cost: $1,550