

Organizational Leadership

Open Enrollment Certificate Program

Gain the skills you need

Whether you work in the private or public sector, the leadership skills you learn through these courses will help you understand what it takes to be an effective leader in today's complex organization. You will develop leadership, supervisory and teambuilding skills. You will learn more about how good organizations become great, and how to manage conflicts. You will be able to identify, manage and create the change that leads to a better workplace. Each class is infused with 21st-century skills, competencies identified through scholarly research and interviews with employers in the public and private sectors as critically needed for success.

The program is flexible. You may start with any course, and take courses in any sequence. The skills you develop will translate into confidence and credibility whether you want to become a more effective leader in your present position, or move into senior-level management opportunities.

Organizational Leadership Certificate (12 credits)

320 Managing Individual Performance

(3 credits) Explore the roles and responsibilities of supervisors and managers in developing, monitoring and managing individual performance standards. Topics include motivation, goal setting, supervisory excellence, communication skills, reviewing and managing performance, reward systems, continuous process improvement, situational leadership and aligning performance expectations with your organization's mission, vision and values.

322 Leading and Managing Teams (3 credits)

Examine how effective teams are led and managed even when you may not have direct authority over team members. Understand hierarchies, team dynamics, when and when not to use teams, aligning teams with organizational goals, managing expectations, communication, and closing out a team project.

323 Managing and Resolving Conflict (2 credits)

Develop effective conflict management skills. Learn how and when conflicts arise, and identify approaches to manage conflicts with subordinates, peers and supervisors. Know how

to engender goodwill and develop win-win conflict management tactics. Identify interpersonal relationship styles and create conflict resolution strategies that align with individual and organizational goals.

324 Organizational Change Management

(2 credits) Identify when, how and why organizational change occurs. Create approaches to proactively manage change by using intervention strategies, creating buy-in, communicating in a productive and positive manner, identifying the sequence of change and managing resistance. Learn to leverage opportunities for change in response to opportunities for growth.

325 Organizational Leadership Principles and Practice (2 credits)

Explore organizational leadership roles—visionary, manager, director, change agent, supervisor, coach and mentor. Identify how leadership styles influence the direction of the organization. Develop an appreciation for how leaders affect day-to-day operations. Examine how effective leaders communicate operational, tactical, strategic and managerial decisions.

About University of Redlands

The University of Redlands is a private, nonprofit university that connects students to a world of opportunity, geared toward their passions and potential. The University offers more than 40 undergraduate programs, as well as 30 graduate programs. In addition to an award-winning 160-acre campus in Redlands, the University includes seven regional locations, providing innovative programs at convenient places and times for working adults.

Tuition

\$425* per unit

\$5,100* for certificate

Early Bird discount available

*pricing subject to change

Convenient

- No formal application or admission requirement
- One night a week
- Online available

Schedule & Registration

redlands.edu/continuingstudies

Average Completion Time

10 months

Information

info-scs@redlands.edu

909-748-8868

We offer

- Relevant coursework
- Degree-applicable credit

Location

University of Redlands

Redlands Campus

1200 E. Colton Ave.

Redlands, CA 92373