Professionalism in the Workplace Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. It was designed for all employees who wish to gain or improve upon the skills necessary to succeed in a professional work environment. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Becoming an Accountable Professional .5 Hours

Most employees in business organizations must answer to someone else. Everyone who works must also answer to an inner boss, a personal, internal voice that provides guidance on whether a job is worth doing and whether it is done well. In this course, you'll learn how to listen to your own inner boss, how to identify your internal standards, how to create a plan to meet those standards, and how to apply your inner boss's guidance to gain more control over your work, your goals, and your future.

Becoming Your Own Best Boss .5 Hours

Have you ever thought that you could be the best boss you've ever had? By developing attitudes and skills that empower you, you can manage from within and become your own best boss. As an empowered employee, you will be driven by ownership, initiative, and performance. This course focuses on attitudes and behaviors that promote self-empowerment. It provides strategies for empowering yourself through self-coaching, approaches for developing an entrepreneurial mind-set, and an opportunity to apply a model for self-empowerment to enhance your performance.

Becoming More Professional Through Business Etiquette .3 Hours

Your reputation often precedes you in any work environment. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace décor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation.

Developing a Personal Accountability Framework .4 Hours

Taking responsibility for meeting your objectives, including deadlines and work targets, is an important component of good business etiquette and demonstrates your attitude of professionalism. In this course, you'll learn about the importance of personal accountability. You'll also learn strategies for developing a personal accountability framework by setting goals, developing an action plan, managing priorities, and staying focused and energized.

Organize Your Physical and Digital Workspace .4 Hours

Removing the mess from your workspace and getting organized can significantly improve many aspects of your work day, including your ability to concentrate, achieve targets, and become more efficient. This course will show you how to organize and maintain both your physical and digital workspace. You'll learn how creating a clutter-free workspace and effective filing can improve your productivity. This course will also show you how to manage digital files and maintain your workspace once you've gotten it under control.

Cultivating Relationships with Your Peers .3 Hours

Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. A supportive peer network can provide you with a wide variety of expertise and institutional knowledge, and enable you to leverage other people's networks. This course explores how you can identify the peers in your organization who are especially important in meeting your goals and how to maintain solid, mutually beneficial relationships with these people.

Difficult People: Can't Change Them, So Change Yourself .5 Hours

It would be easy to say that to deal with difficult people you should be tolerant and accept people's differences. This might work in the short term, but if you are working with people you find difficult and expect to be working with for some period of time—you are better off learning how to respond and relate to them. This requires that you first learn how to manage yourself within them. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive.

Acting with Diplomacy and Tact .6 Hours

People who communicate with diplomacy and tact can inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases.

Uncovering and Utilizing Your Talents and Skills .3 Hours

We all have individual talents and skills that make us unique in some way, but you may not be aware of your own skills, or how to use those skills to improve many areas of your life. In this course, you'll learn what is meant by talent and skill, and why it's important to understand what talents you possess. This course also covers techniques for identifying your unique capabilities, and outlines what you should include in a talent action plan to fully utilize and develop your key talents and skills.

Self-Improvement for Lifelong Success .4 Hours

We all have areas of our lives to improve upon, and working toward self-improvement has lasting positive impacts on your personal and professional life. In this course, you'll learn about the key principles to keep in mind when committing to self-improvement to help keep you on track. You'll also learn how to create a self-improvement plan to organize your self-improvement activities. This course also covers techniques for building and maintaining an effective self-improvement mentoring relationship, and common obstacles you may face when challenged in your self-improvement efforts.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the Workforce Development Competencies webpage. This certificate assisted you in developing the following competencies:

Communication and Interpersonal Relations

Critical Thinking and Problem Solving

Professionalism and Self-Management