



University of Phoenix®
Professional Development



Human Resources: Practical Leadership



Build a better you



Skill-focused



Self-paced



Job-ready



This course offers 30 professional development credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification and aligns to the SHRM® Body of Applied Skills and Knowledge.¹

This Program, ID No. 625793, has been approved for 30.00 E-Learning recertification credit hours toward aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification

¹ SHRM is a registered trademark of Society for Human Resource Management.

Course overview

Enhanced leadership skills can help you establish credibility and influence others. Explore the techniques and theories behind leading, managing and motivating your colleagues or employees. And discover how becoming a better leader means cultivating an ethical environment within your organization at the personal and professional level. In Human Resources: Practical Leadership, you can develop new skills in about 30 hours.

Skills you'll learn

- Model leadership behaviors critical to cultural congruency and organizational success
- Apply coaching and mentoring skills critical to employee development
- Apply emotional intelligence practices to motivate people and achieve organizational outcomes
- Apply strategies to lead and focus employees in complex, disruptive and unpredictable situations





Key topics

- Developing culture through modeling
- Coaching and mentoring
- Practicing emotional intelligence in the workplace
- Leading through difficult times and uncertainty



Course outline

1 of 2

Course Introduction

- Course Welcome
- Getting Started

Module 1 - Developing Culture through Modeling

- Introduction to Developing Culture through Modeling
- Fundamental Elements of Leadership
- Developing a Positive Team Culture
- Models of Leadership Behavior
- Ethical Leadership
- Developing Culture through Modeling Skills Assessment

Module 2 - Practical Leadership Coaching and Mentoring Skills

- Introduction to Practical Leadership Coaching and Mentoring Skills
- Fundamentals of Coaching and Mentoring
- Establishing a Mentorship Program
- Planning and Implementing Effective Mentoring
- Coach or Mentor?
- Coaching and Mentoring Skills Assessment



Course outline 2 of 2

Module 3 - Practicing Emotional Intelligence (EQ) in the Workplace

- Introduction to Practicing Emotional Intelligence (EQ) in the Workplace
- Fundamentals of Emotional Intelligence (EQ)
- Understanding Self-Awareness as a Leader
- Strategies for Successful Leadership
- Emotional Intelligence Training
- Practicing Emotional Intelligence in the Workplace Skills Assessment

Module 4 - Leading through Difficult Times and Uncertainty

- Introduction to Leading through Difficult Times and Uncertainty
- Resilience, Motivation, and Communication
- Leading Through Chaos
- Effective Leadership Through Turbulent Times
- Leadership Truths: Coping When the Going Gets Tough
- Leading through Difficult times and Uncertainty Skills Assessment



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Start building new skills one course at a time.

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