

NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This certificate was designed to help you tone your skills in dealing with people by understanding yourself better as well as understanding your various relationships, from developing empathy with the individual unhappy customer to successful teamwork with your co-workers. As with most interpersonal skills programs, the topics of this certificate will benefit you not only at work, but in all relationships surrounding your life.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Art of Influencing Others			●		
		Challenging Negative Attitudes			●		
		Emotional Intelligence			●		●
		Speak with Confidence			●		
		Handling Workplace Conflict			●		
		Team Excellence			●		

L= Live    W=CFTEA Webcourse    SP= Self-paced Online    ILO = Instructor-Led Online    GL = Guided Learning

PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA