



CONTINUING  
EDUCATION

**Issuing institution:**  
McMaster University Continuing Education

**Micro-certification issued to**  
**^firstName^ ^lastName^**

on: ^obtentionDate^

**Expiration date:** ^ExpirationDate^

### Description/Learning Outcomes

Earners of this Certificate of Completion have demonstrated proficiency in core team competencies including highly effective teamwork for achieving optimum productivity and harmony in the workplace by effectively managing, motivating, and working as part of a successful team; resolving conflicts; and discovering how to take full advantage of team members' personal strengths to bring out the best in the team.

Upon completion of this program, participants are able to:

- Define leadership and how it differs from management.
- Describe one's personal leadership style by reflecting on personal strengths and preferences.
- Apply strategies for leading and navigating change for improved efficiency, productivity, and continuous improvement.
- Demonstrate ways of communicating effectively.
- Recognize and build on existing personal strengths and their power to add value.
- Demonstrate increased awareness of practical skills for leading a team including active listening, application of team management tools, and techniques for giving and receiving negative and positive feedback.

### Competencies / Skills

Problem Solving

Communication

Management

Organization/ Planning

Active Listening

Time Management

Self-Awareness

Ability to work well with others

Leadership

### Assessment/Evaluation Criteria

Successful completion of 5 days of training from the Team Essentials course list.

Course completion status of "Pass" based on attendance and completion of all course requirements including activities, participation, and quizzes as assigned by course facilitators.

^assessment^

[^linkLabel^](#)

