

Administrative Excellence Certificate

CURRICULUM GUIDE

CORE REQUIREMENTS All of the following courses must be completed.	Quarter & Year Completed
<p>Accomplishing More With Less Class Format: Quarterly Course – 4.5 hours Quarters Typically Offered: winter, spring, summer, autumn -OR- Managing Paper, Projects, and Priorities Class Format: Quarterly Course – 5 hours Quarters Typically Offered: summer, winter</p>	
<p>Communication Style: Creating Positive Relationships and Results Class Format: Quarterly Course – 4 hours Quarters Typically Offered: summer, winter -OR- Communications Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn</p>	
<p>Customer Service Excellence Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter</p>	
<p>Planning and Facilitating Effective Meetings Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn</p>	
<p>Project Management Essentials Class Format: Quarterly Course – 12 hours Quarters Typically Offered: summer, winter -OR- Project Management for the Non-Project Manager Class Format: Quarterly Course – 7 hours Quarters Typically Offered: spring, autumn</p>	

CORE REQUIREMENTS All of the following courses must be completed.	Quarter & Year Completed
Time Management Class Format: Quarterly Course – 4 hours Quarters Typically Offered: summer, winter	
Understand and Influence Your Work Culture Class Format: Quarterly Course – 4 hours Quarters Typically Offered: summer	
Working Smarter Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter	

ELECTIVES A minimum of 20 hours of electives must be completed. To receive a specialized certificate, complete electives in just one track; otherwise, choose from any tracks.	Quarter & Year Completed
COMMUNICATION & COLLABORATION TRACK	
Advancing Your Facilitation and Presentation Techniques Class Format: Quarterly Course – 7 hours Quarters Typically Offered: spring, autumn	
Courageous Collaboration Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn	
Cultivating Cultural Competence Class Format: Quarterly Course – 6 hours Quarters Typically Offered: summer, winter	
Increasing Your Influence Class Format: Quarterly Course – 6 hours Quarters Typically Offered: summer, winter	
Medical Terminology Class Format: Quarterly Course – 8 hours Quarters Typically Offered: spring, autumn	
Negotiating Effectively Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn	

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COMMUNICATION & COLLABORATION TRACK	
The Not-So-Simple Sentence–Revisiting Punctuation and Grammar Class Format: Quarterly Course – 7 hours Quarters Typically Offered: winter	
People From Pluto: Effective Communication Strategies Class Format: Quarterly Course – 4 hours Quarters Typically Offered: summer, winter	
Presentation Excellence Class Format: Quarterly Course – 7 hours Quarters Typically Offered: summer, winter	
Proofreading and Editing Class Format: Quarterly Course – 12 hours Quarters Typically Offered: spring	
Writing for Readability Class Format: Quarterly Course – 7 hours Quarters Typically Offered: summer, winter	
Writing Minutes and Meeting Notes Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn	

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FISCAL MANAGEMENT TRACK	
Basics of UW Procurement Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn	
Foundations of Fiscal Reporting Class Format: Quarterly Course – 3 hours Quarters Typically Offered: spring, summer, autumn, winter	

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FISCAL MANAGEMENT TRACK	
Good Internal Control Practices and Fraud Prevention Tips Class Format: Quarterly Course – 3.5 hours Quarters Typically Offered: spring, autumn	
Grant and Contract Fiscal Administration: Compliance Class Format: Quarterly Course – 3 hours Quarters Typically Offered: spring, autumn	
Introduction to Federal Taxation Class Format: Quarterly Course – 3.5 hours Quarters Typically Offered: spring, autumn	
Introduction to State and Local Taxation Class Format: Quarterly Course – 3.5 hours Quarters Typically Offered: winter, summer	
Service Center Seminar (formerly Recharge Center Seminar) Class Format: Quarterly Course – 6 hours <i>and</i> Online Content – 3 hours Quarters Typically Offered: winter	
Advanced Microsoft Excel PivotTables Class Format: POD Webinar – 2 hours Quarters Typically Offered: spring, summer, autumn, winter -OR- Microsoft Excel Macros Class Format: POD Webinar – 2 hours Quarters Typically Offered: spring, autumn -OR- Microsoft Excel Techniques Class Format: POD Webinar – 1.5 hours Quarters Typically Offered: winter, spring, summer, autumn	

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OPERATIONAL EXCELLENCE TRACK	
Designing the End-User Experience Class Format: Quarterly Course – 8 hours Quarters Typically Offered: spring	
Driving Organizational Change Class Format: Quarterly Course – TBD Quarters Typically Offered: expected to debut in Autumn 2018	
Kaizen Methods and Practice Class Format: Quarterly Course – 12 hours Quarters Typically Offered: spring, autumn	
Managing and Organizing Your Email Inbox—Google Apps Class Format: POD Webinar – 1.5 hours Quarters Typically Offered: spring, summer, autumn, winter -OR- Managing and Organizing Your Email Inbox—Microsoft Outlook Class Format: POD Webinar – 1.5 hours Quarters Typically Offered: spring, summer, autumn, winter	
Master Process Planning Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter	
Process Improvement Tools Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn	
Rapid Process Improvement Class Format: Quarterly Course – 6 hours Quarters Typically Offered: summer	
Strategic Planning Tools Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter	
Writing Policies and Procedures Class Format: Quarterly Course – 7 hours Quarters Typically Offered: summer, winter	

Please Note:

- POD's course catalog is available online at <https://ucs.admin.uw.edu/pod/>. Upcoming webinars can be found [here](#).
- All of the core courses must be completed, with the exception that 2018 Support Professional Spring Retreat participants may substitute their retreat attendance for **one** core requirement.
- A minimum of 20 hours of electives must be completed. To receive a specialized certificate complete a minimum of 20 hours of electives in the track you wish to specialize in. Otherwise, choose electives from any combination of tracks to meet the minimum hours.
- POD certificates are for **current** UW employees only. Professional & Continuing Education offers certificate programs for the general public.
- If a course is no longer offered by POD, please contact Certificate Advisor Amy Schrader (as22@uw.edu) for substitution possibilities.



PROFESSIONAL & ORGANIZATIONAL DEVELOPMENT

UNIVERSITY of WASHINGTON

Total Talent Management – Human Resources

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