

Administrative Excellence Certificate

CURRICULUM GUIDE

DUE TO CURRENT RESTRICTIONS ON IN-PERSON CLASSES, MOST OF OUR CLASSES ARE BEING OFFERED IN AN ONLINE FORMAT AND HOURS MAY DIFFER FROM THOSE SHOWN BELOW. SEE [ONLINE CATALOG](#) FOR DETAILS.

CORE REQUIREMENTS All of the following courses must be completed.	Quarter & Year Completed
<p>Managing Paper, Projects, and Priorities (Q0700) Class Format: Quarterly Course – 5 hours Quarters Typically Offered: winter, summer</p>	
<p>Communication Style: Creating Positive Relationships and Results (Q0030) Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter, summer -OR- Communications (Q0040) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn</p>	
<p>Customer Service Excellence (Q0220) Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter, summer</p>	
<p>How the U(W) Works (Q1760) <i>(replaced Understand and Influence Your Work Culture)</i> Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter, summer</p>	
<p>Planning and Facilitating Effective Meetings (Q0450) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn</p>	

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<p>Project Management Essentials (Q0460) Class Format: Quarterly Course – 12 hours Quarters Typically Offered: winter, summer -OR- Project Management for the Non-Project Manager (Q1350) Class Format: Quarterly Course – 7 hours Quarters Typically Offered: spring, autumn -OR- The Art of Project Management (Q1660) Class Format: Quarterly Course – 12 hours Quarters Typically Offered: spring, autumn</p>	
<p>Time Management (Q0510) Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter, summer</p>	
<p>Working Smarter (Q1470) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter</p>	

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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 (Q1450) Class Format: Quarterly Course – 8 hours Quarters Typically Offered: spring, autumn	
Captivate Your Audience - Fundamentals of Content Writing (QA000) Class Format: Self-paced online course – 2 hours Quarters Typically Offered: winter, spring, summer, autumn	
Courageous Collaboration (Q1600) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn	
Exploring Cultural Competence (Q1200) <i>(formerly Cultivating Cultural Competence)</i> Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter, summer	
Increasing Your Influence (Q1240) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter, summer	
Negotiating Skills and Strategies (Q1820) <i>(formerly Negotiating Effectively)</i> Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn	
The Not-So-Simple Sentence–Revisiting Punctuation and Grammar (Q1370) Class Format: Quarterly Course – 7 hours Quarters Typically Offered: winter -OR- The Not-So-Simple Sentence–Revisiting Punctuation and Grammar (QA004) Class Format: Self-paced online course – 2 hours Quarters Typically Offered: spring, summer, autumn	

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Effective Communication Strategies (Q1590) <i>(formerly People From Pluto: Effective Communication Strategies)</i> Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter, summer	
Presentation Excellence (Q0620) Class Format: Quarterly Course – 7 hours Quarters Typically Offered: winter, summer	
Proofreading and Editing (Q0470) Class Format: Quarterly Course – 12 hours Quarters Typically Offered: spring	
What's the Word: Inclusivity in Language (Q1780) Class Format: Quarterly Course – 3 hours Quarters Typically Offered: winter, summer	
FISCAL MANAGEMENT TRACK	
Basics of UW Procurement (Q0530) Class Format: Quarterly Course – 4 hours Quarters Typically Offered: spring, autumn	
Foundations of Fiscal Reporting (Q0090) Class Format: Quarterly Course – 3 hours Quarters Typically Offered: spring, autumn	
Good Internal Control Practices and Fraud Prevention Tips (Q0390) Class Format: Quarterly Course – 3 hours Quarters Typically Offered: autumn	
Introduction to Federal Taxation (Q1500) Class Format: Quarterly Course – 3.5 hours Quarters Typically Offered: autumn	
Introduction to State and Local Taxation (Q1490) Class Format: Quarterly Course – 3.5 hours Quarters Typically Offered: winter, summer	

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Service Center Seminar (Q0590) <i>(formerly Recharge Center Seminar)</i> Class Format: Quarterly Course – 6 hrs in-class <i>and</i> 3 hrs online content (9 hours total) Quarters Typically Offered: winter	
OPERATIONAL EXCELLENCE TRACK	
Goal Setting for Success (QA001) Class Format: Self-paced online course – 2 hours Quarters Typically Offered: winter, spring, summer, autumn	
Human-Centered Design for Innovation and Creative Problem Solving (SLP250) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter, summer	
Process Improvement Tools (Q1170) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: spring, autumn	
Strategic Planning Tools (Q1290) Class Format: Quarterly Course – 4 hours Quarters Typically Offered: winter	
Systems Wisdom (Q1640) Class Format: Quarterly Course – 6 hours Quarters Typically Offered: winter; summer	

Name:

NetID:

Completion Date:

Please Note:

- POD's course catalog is available online [here](#).
- All of the core courses must be completed, with the exception that 2018-2022 Support Professional Spring Retreat participants may substitute one year's retreat attendance for one core requirement. Multiple year's attendance will not count for additional credit.
- 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 Caitlin Brief (pod@uw.edu) for substitution possibilities

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PROFESSIONAL & ORGANIZATIONAL DEVELOPMENT

UNIVERSITY of WASHINGTON

Total Talent Management – Human Resources