PittHR

Organization Development

The Administrative Professional Certificate Program is designed to provide administrative, front-line and support employees with tools and experiences that will enhance their performance and overall effectiveness. Participants will practice communication skills, learn techniques to improve on-the-job effectiveness, gain heightened awareness of diversity and inclusion, and enhance their use of technology. Additional information about this program is on the program description page.

To complete the certificate program, participants must:

- ✓ Take the seven (7) courses listed below **and** complete a capstone conversation.
- ✓ Courses and registration are on the FSDP web page: www.hr.pitt.edu/fsdp.
- ✓ Each participant is responsible for tracking his or her own progress. See the below table.
- ✓ At each session, be certain to sign your name during check-in to validate attendance.
- ✓ After completing all seven courses, return this form to hr-odcont@mail.pitt.edu or by fax to 412-624-4781 to receive an invitation for an upcoming capstone conversation.
- ✓ Certificates issued in January and June.

Name: _____ Department: _____

	Course Title	**Date Completed**
○	Taming the Email Beast	
○	Effective Interpersonal Communication	
○	Time Management	
○	Managing Up	
○	Problem Solving Skills in the Workplace	
○	Technology elective – note FSDP or lynda.com title here	
○	Diversity and Inclusion course	

Email: _____ Campus Phone: _____