

HUMBER **PRO**



Effective Collaboration

Micro-credential

 **HUMBER**
Continuous Professional Learning



**Earn
Your
Badge.**

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Effective Collaboration

The Effective Collaboration Micro-credential helps learners increase their self-awareness as related to collaboration and conflict management. Using profile assessments, active listening tools and the Thomas-Kilmann conflict-handling instrument, participants identify and apply their own collaborative strengths in order to optimize team dynamics in the workplace. Participants leave with the skills to help build effective alliances at all levels within an organization and how to leverage constructive feedback to work productively through conflict and disagreement.



Competency Achieved

The learner will receive a digital badge upon successful course completion. Successful completion of the Effective Collaboration micro-credential demonstrates the earner can interact with others, despite challenging contexts, to accomplish shared goals.

Key Topics and Skills

Module 1: Self Awareness

- Identify and understand how your personal communication style impacts conversations and teamwork

Module 2: Managing Conflict

- Handle a confrontational situation effectively by influencing people through language that is inquisitive and empathetic

Module 3: Difficult Conversations

- Use rapport, matching tactics, and open-ended questions to build better relationships with your boss, peers and direct reports
- Understand why having uncomfortable conversations is a crucial success factor at work

Module 4: Giving and Receiving Feedback

- Engage a growth mindset to accept feedback well, and act on it
- Effectively deliver feedback to others

Put Humber *Pro*'s Strength to Work for You

Humber *Pro* is professional learning at its best. Aimed at bridging skill gaps and empowering learners within organizations, Humber *Pro* focuses on the specific competencies that are essential for today's competitive landscape. The Workplace Essentials suite of micro-credentials is designed to be concise and up-to-date, enabling employees to efficiently acquire the expertise they need.

Humber *Pro* provides employees with the confidence and know-how to excel in their role, contributing to improved team performance and thus ensuring that their workforce is equipped with the right skills to drive success. Companies can make informed decisions, adapt to changes quickly, and achieve their goals faster and smarter than their competitors.

Many of North America's most successful companies have recognized the value of Humber *Pro*. By investing in ongoing professional development, these organizations enhance the capacity and value of their workforce, positioning themselves for long-term success in the ever changing and dynamic business landscape.

Custom Programming

All of the Humber *Pro* modules can be customized to include industry specific examples, topics and criteria such that case studies and curriculum aligns with organizational strategic initiatives. While the standard Humber *Pro* offering is four modules, over four weeks, delivery is flexible and can be condensed based on your team's needs. Programs can be delivered in-person at Humber's training centre or on client-site at your convenience.

Understanding Micro-credentials

Micro-credentials certify an individual's ongoing achievements in a flexible, fast and affordable format. They allow skills and competencies to be verified through a distinct set of criteria (expertise, skills, achievements or other qualities) that have a direct impact on the perceived quality and value of the MC for both the Earner (learner) and the Consumer (employer).

Micro-credentials are designed to help organizations recognize and integrate critical skill sets into their workforce while supporting the pursuit of individual career goals in a stackable, portable and customizable way.

About Continuous Professional Learning

At Humber College's Continuous Professional Learning, we offer an educational experience for professionals looking to upskill, reskill or build a foundation for a new career. We support organizations looking to achieve strategic goals by empowering employees with enhanced knowledge and skills. With more than 500 courses, Continuous Professional Learning provides industry-recognized learning from qualified facilitators to develop skills that lead to excellence in the workplace.