



University of Southern Maine

Overview

Learn it today, apply it tomorrow.

At the University of Southern Maine's (USM) Professional Development Programs (PDP), learning goes beyond the classroom—it's about transforming your career and personal growth with real-world skills. Our expert instructors bring deep, practical experience to every session, ensuring what you learn is immediately applicable to your goals. Whether you're upskilling for your job or expanding your horizons, USM provides the tools and inspiration to move forward with confidence.

- Take a certificate program for a practical, comprehensive approach to expanding your marketability and advancing your career.
- Find an intensive workshop that targets the skills you need for your career or personal development.
- Strengthen your team's performance with customized training solutions tailored to your organization's goals.
- Save on training by becoming a program affiliate.



PROGRAM GUIDE

Course Category	Highlights
Agile Leadership & Process Management	Certifications in CSPO®, CSM®, CAL-1™, agile foundations
Business Communication	Certificate Path, focuses equally on active listening, speaking and writing professionally
Educators & Instructional Learning	Geared towards teachers, AI and online learning
Grant Writing	Certificate Path, Micro-Credential. Develop grant writing skills with 1-1 help from instructor, submit grants
HR Management	Certificate Path, up-to-date classes on new and emerging aspects of the HR sphere
Leadership Workshops	Collection of essential mentoring skills for current and aspiring leaders
Lean Six Sigma & Quality Management	Yellow, Green and Black Belt Certifications
Mediation	Certificate Path, Micro-Credential.
Masterclasses	Quick and condensed 1-day classes with skills you can apply immediately
Project Management	Certificate Path, Micro-Credential.
SHRM Exam Prep	Intensive prep course for the SHRM-CP or SHRM-SCP exam, the national standard for HR professionals
Strategic Planning	Certificate Path
Supervision	Certificate Path, Comprehensive (6-session course), or Individual (5 courses + 1 elective).
Technology Applications	Collection of tech-focused classes on AI, Microsoft Suite, and other computer applications

Agile Leadership and Process Management

Overview: Practical, ScrumAlliance®-certified training to elevate team agility

Certified Scrum Product Owner® (CSPO®)

The Certified Scrum Product Owner ® (CSPO®) course introduces the concepts of agile product management using the Scrum methodology. Product owners have a unique and demanding role on agile teams. A product owner learns the art of prioritizing and shaping development for maximum customer value. The product owner decides what the team will create next in order to deliver more value to the customer. The course curriculum is developed by ScrumAlliance®.

Learning Objectives

- Scrum framework, principles, and values
- Stakeholder management
- Product vision development
- Customer-centric product selection

Contact Hours/CEUs

15 / 1.5

Certified Agile Leader® 1 (CAL 1™)

Students will explore the benefits of agile leadership and ways to grow as a leader in the ever-evolving world of work, and become familiar with different structured leadership development frameworks. Students will also explore the development of high performing teams and the different facets that impact the effectiveness and overall agility of both teams and organizations.

Learning Objectives

- What makes an agile leader agile
- Why agile leadership matters and when it matters most
- How to lead change management and transformation
- Agile principles applied to any business context
- Frameworks and tools for growing as a leader
- Leadership models to grow as a leader
- Tools for fostering growth in your team members
- How to build high-performing, cross-functional teams
- How to increase the effectiveness and agility of teams and organizations
- Why and how organizational culture impacts team effectiveness

Contact Hours/CEUs

15 / 1.5

Certified Scrum Master® (CSM®)

This engaging, live online ScrumAlliance® course prepares you to become a Certified ScrumMaster® (CSM®) through interactive exercises, real-world techniques, and practical tools. You'll gain a solid understanding of the Scrum framework, team dynamics, and how to guide your organization in effectively applying Scrum to maximize team performance.

Learning Objectives

- Understand the Scrum framework and its core principles, values, and practices.
- Identify and explain the roles, events, and artifacts that make up a Scrum Team.
- Apply Scrum techniques to real-world team scenarios to improve collaboration and productivity.
- Recognize common challenges in Scrum implementation and learn strategies to overcome them effectively.

Contact Hours/CEUs

15 / 1.5

Introduction to Agile, Scrum and Kanban

In today's fast-paced business world, organizations must stay adaptable to keep up with evolving technology, competition, and customer needs. This introductory Agile workshop equips participants with a solid understanding of Agile principles, practices, and the value of managing change through iterative improvement.

Learning Objectives

- Understand the Agile mindset, key principles, and the benefits of agility in a rapidly changing business environment.
- Compare traditional project management methods with Agile approaches to identify when and how to apply each.
- Explore essential Agile practices, including Scrum and Kanban, and how they support iterative improvement and team collaboration.
- Gain practical tools and insights to begin implementing Agile practices within your organization effectively.

Contact Hours/CEUs

Business Communication

Overview: Strong business communication skills are essential for building relationships, sharing ideas clearly, and driving results in any professional setting. Our training helps you master the art of speaking, listening, and writing with impact—so you can lead with confidence and connect with purpose.

Certificate Path:

Earn a Business Communication Certificate by taking:

1. Professional Writing
 2. Skillful Conversations
 3. Delivering Powerful Presentations
 4. Organizing and Facilitating Effective Meetings
 5. One Elective of your choice
-

Skillful Conversations

This practical workshop helps you build strong professional communication skills to express yourself clearly and confidently in any workplace interaction. You'll learn how to share ideas effectively, respond to others' needs, and navigate conflict or differing opinions with professionalism.

Learning Objectives

- Identify your communication strengths and areas for improvement to become a more effective and intentional communicator.
- Learn techniques to enhance your verbal and nonverbal communication, including body language, tone, and word choice.
- Practice strategies for navigating difficult conversations and transforming conflict into constructive dialogue.
- Develop a personalized action plan to apply improved communication skills in real workplace interactions.

Contact Hours/CEUs

12 / 1.2

Organizing and Facilitating Effective Meetings

Meetings take up a significant portion of a manager's time, yet many are unproductive and uninspiring. This hands-on workshop teaches practical skills and tools to help you lead or participate in meetings that are engaging, efficient, and result-driven.

Learning Objectives

- Identify key factors and facilitation techniques that lead to successful virtual and in-person meetings.
- Apply a structured four-step meeting process to boost participation, clarity, and results.
- Develop and practice essential facilitation skills such as active listening, effective questioning, summarizing, and managing group dynamics.
- Create a personalized action plan to implement effective meeting strategies in your workplace immediately.

Contact Hours/CEUs

12 /1.2

Delivering Powerful Presentations

Many professionals fear giving presentations, but when done effectively, they can open doors to new opportunities and greater influence. This supportive workshop helps you build confidence, reduce anxiety, and develop the skills needed to present with clarity and impact.

Learning Objectives

- Identify your strengths and build confidence in your presentation style.
- Understand your audience and define clear presentation goals.
- Organize and deliver engaging presentations using visuals and body language.
- Practice and improve through rehearsal and constructive feedback.

Contact Hours/CEUs

12/1.2

Professional Writing

If you've ever second-guessed your writing at work, this workshop will help you write more clearly, confidently, and effectively. You'll learn how to tailor your message to your audience, strike the right tone, and apply practical techniques to improve clarity and speed.

Learning Objectives

- Analyze your audience to write with purpose and clarity.

- Use the right tone for professional, effective communication.
- Apply techniques to improve clarity and persuasiveness.
- Write with more confidence, speed, and impact.

Contact Hours/CEUs

12/ 1.2

Educators & Instructional Learning

Overview: Explore the future of education and training, designed to build your skills from foundational knowledge to advanced applications of AI as well as how to deliver an engaging and effective online learning experience.

Teaching with Generative AI Series

Teaching with Generative AI: Foundations

Discover how easy it is to use GenAI tools like ChatGPT to create lecture summaries, training materials, and interactive prompts. Through hands-on demos, workshops, and guided activities, you'll integrate AI into your teaching or training while learning to navigate ethical considerations with confidence.

Learning Objectives

- Grasp the essentials of generative AI and what sets it apart.
- Master prompt engineering to get the most from AI tools.
- Empower learners and professionals by integrating GenAI into training.
- Understand key ethical considerations for responsible AI use.
- Build confidence using GenAI in education and corporate settings.

Contact Hours/CEUs

3.0 / 0.3

Teaching with Generative AI: Intermediate Applications

Master the art of designing AI-aware rubrics and feedback tools through hands-on practice and peer collaboration, enhancing your ability to evaluate AI's impact versus traditional methods. Strengthen critical thinking, tackle ethical challenges like AI bias, and develop AI-resilient assessments using real-world case studies for responsible, effective education and training.

Learning Objectives

- Design AI-proof assessments and training that integrate GenAI responsibly.

- Use critical thinking to enhance prompt engineering and evaluation processes.
- Apply ethical guidelines to ensure responsible AI use in education and corporate settings.

Contact Hours/CEUs

3.0 / 0.3

Teaching with Generative AI: Advanced Implementation

Create your own no-code AI assistant tailored to your course or HR program, and refine it through peer feedback and real-world application. Learn to integrate advanced tools like NotebookLM and Gemini into impactful, ethically grounded learning experiences that are ready for immediate use.

*Requires a \$20/month subscription to ChatGBT)

Learning Objectives

- Design and refine a no-code, AI-powered assistant tailored to your course or HR program.
- Integrate advanced GenAI tools like NotebookLM and Gemini into engaging, ethical learning or training experiences.
- Apply advanced prompt engineering and peer feedback to create AI-enhanced solutions that are practical, secure, and ready to deploy.

Contact Hours/CEUs

3.0 / 0.3

Facilitated Engaged Learning Online (FELO)

This self-paced program aims to provide participants with the foundational skills required to design, develop, and deliver engaging online learning experiences. Even if you are not currently teaching blended or online, this course will improve your current teaching practice, and prepare you for teaching in other modalities in the future.

Learning Objectives

- Apply learner-centered design principles to create effective and engaging online courses.

- Evaluate online teaching strategies, models, and resources to meet diverse learner needs.
- Reflect on your teaching philosophy and professional growth to strengthen your practice across all modalities.

Contact Hours/CEUs

10 / 1.0

Grant Writing

Overview: In today's competitive funding landscape, strong grant writing skills are more essential than ever—especially for nonprofits and mission-driven organizations. Whether you're brand new to grant writing or looking to sharpen your skills, you'll gain the confidence, strategies, and personalized feedback needed to succeed.

Grant Writing Certificate

This interactive course teaches you how to craft clear, compelling grant proposals that meet funders' expectations. Through hands-on tools, expert guidance, and optional one-on-one feedback, you'll gain the skills and confidence to succeed—whether you're new to grant writing or looking to refine your approach.

Learning Objectives

- Develop a clear understanding of the grant writer's role and avoid common myths and pitfalls in the proposal process.
- Plan and prepare competitive grant proposals by researching funding opportunities, crafting strong narratives, and creating accurate budgets.
- Strengthen relationship-building strategies and refine your proposal through effective writing techniques and personalized instructor feedback.

Contact Hours/CEUs

30 / 3.0

Masterclass in Grant Research

Stop spinning your wheels—learn how to find the right grants faster with practical tools and proven strategies in this hands-on masterclass. Whether you're new to the process or looking to sharpen your approach, you'll walk away with a clear plan, powerful research techniques, and a customizable template to streamline your search and uncover real funding opportunities.

Learning Objectives

- A clear understanding of where and how to search for grants
- Smart keyword strategies to narrow and target your results
- Guidance on navigating the top online grant databases
- A ready-to-use research template to streamline your future searches

Contact Hours / CEUs

6.0 / 0.6

Human Resource Management

Overview: Gain a strong foundation in human resource management and discover how strategic HR practices drive organizational success. This workshop covers essential topics like employment law, recruitment, compensation, performance management, and employee development—equipping you with practical tools to attract, retain, and support top talent.

Certificate Path:

Earn a Human Resource Management Certificate by taking:

1. Introduction to Human Resource Management
 2. Employment Law
 3. Total Rewards: Compensation and Benefit Strategy
 4. Talent Acquisition, Employee Engagement and Retention
 5. Performance Management Systems
 6. Managing Training and Development
 7. An Elective of your choice
-

Introduction to Human Resource Management

Discover how strategic human resource management can transform your organization by mastering essential practices to attract, develop, and retain top talent in today's dynamic business environment.

Learning Objectives

- Understand key employment laws and how to apply them to create fair, compliant HR practices.
- Develop effective recruitment, selection, and retention strategies to build and sustain a high-performing workforce.
- Explore performance management, coaching, and career development techniques that motivate employees and drive organizational success.

Contact Hours/CEUs

Employment Law

Avoid costly mistakes and build a culture of compliance by mastering the employment laws and regulations that shape effective people management. This course empowers you with practical strategies to manage employees confidently, reduce legal risk, and create a fair, respectful workplace.

Learning Objectives

- Gain a solid understanding of current federal and state employment laws, including regulations on discrimination, harassment, workplace safety, and statutory leave.
- Learn best practices for hiring, performance management, and termination to minimize risk and support a compliant, high-performing workplace.
- Identify common HR pitfalls and discover how to avoid them by implementing clear policies, including essential elements of an effective employee handbook.

Contact Hours/CEUs

15 / 1.5

Total Rewards: Compensation and Benefit Strategy

Empower yourself as an HR professional by mastering the foundational concepts of Total Rewards, learning how to craft and implement strategies that combine compensation, benefits, and the vital intangible elements that drive employee engagement and organizational success.

Learning Objectives

- Master the core concepts of Total Rewards and confidently collaborate with company leaders to drive impactful people strategies.
- Develop a tailored Total Rewards strategy and tactical plan that aligns with your organization's unique goals and culture.
- Discover how Total Rewards connect company performance with employee engagement to create lasting value for your business.

Contact Hours/CEUs

15 / 1.5

Talent Acquisition, Employee Engagement and Retention

This class offers a comprehensive exploration of the employment life cycle, addressing critical management challenges and strategic gaps to enhance talent management, employee experience, and leadership effectiveness from recruitment through termination.

Learning Objectives

- Develop effective recruitment and retention strategies to attract and keep employees aligned with your organization's values.
- Learn best practices for managing reference checks and maintaining legally defensible employee documentation.
- Gain skills to engage high performers and conduct respectful, dignified employment terminations.

Contact Hours/CEUs

15 / 1.5

Performance Management Systems

Performance Management in an organization is a systematic approach to ensure employees' work performance (activities and outputs) as well as their overall competencies (technical skill and soft skills) align with the overall strategic business goals. It involves setting clear expectations, monitoring progress, providing feedback, and fostering employee development to improve individual and organizational performance

Learning Objectives

- Goal Setting: How to define specific, measurable, achievable, relevant, and time-bound objectives that align to organizational goals
- Feedback & Coaching: Providing on-going feedback, both formal and informal to recognize achievements and address areas for improvement
- Performance Evaluation: How to conduct periodic assessments, on a regular cadence to formally review employee contributions
- Development & Improvement: When and how to offer career development opportunities, or corrective actions to improve skills and performance.
- Recognition & Rewards: How to acknowledge high performers to motivate and retain talent.

Contact Hours/CEUs

15 / 1.5

Managing Training & Development

Elevate your HR expertise with this interactive course designed to sharpen your skills in developing and managing impactful training programs. Whether you're an experienced

professional or aspiring leader, you'll learn to assess needs, design effective learning interventions, and maximize training outcomes for your organization.

Learning Objectives

- Identify key HR competencies and conduct thorough needs assessments to align training with organizational goals.
- Create comprehensive training designs and effective learning interventions tailored to your audience.
- Implement strategies to promote training initiatives and evaluate their impact for continuous improvement.

Contact Hours/CEUs

15 / 1.5

Leadership Workshops

Overview: Build confidence while developing the durable skills required for effective leadership. Whether you're leveling up your career or stepping into a new role, these workshops offer hands-on learning that sparks real growth. Choose your own path—take one course or stack them toward a powerful professional certificate that sets you apart.

Flexible Leadership

Master the art of adapting your leadership style to meet the needs of your team with this hands-on, self-assessment-driven workshop. Learn how to lead with flexibility, boost employee competence, and retain top talent through more effective, personalized performance conversations.

Learning Objectives

- Diagnose employee competence levels and apply the most effective leadership style for each situation.
- Assess and reflect on your personal leadership behaviors in one-on-one settings using a targeted profile.
- Strengthen accountability and results through goal setting, coaching, feedback, and action planning.

Contact Hours/CEUs

6.0 / 0.6

Effective Communication

Gain the essential communication skills needed to thrive in today's fast-paced, competitive workplace through active listening, powerful questioning, and engaging language. This dynamic program helps you communicate with clarity and confidence, build stronger rapport, and connect more effectively with others.

Learning Objectives

- Develop active listening skills that foster trust, understanding, and meaningful connection.
- Harness the power of thoughtful questions and purposeful language to engage and inspire others.
- Build strong rapport and positive relationships through clear, confident, and impactful communication.

Contact Hours/CEUs

8.0 / 0.8

Compassionate Leadership in the Workplace

In a world shaped by crisis and disconnection, this training equips leaders across all sectors with the tools to foster safety, trust, and compassion through trauma-informed practices. Build skills in intercultural humility, community connection, and empathetic communication to lead with resilience and create more inclusive, supportive environments.

Learning Objectives

- Learn trauma-informed strategies to foster inclusion and belonging.
- Build personal and professional resilience in the face of adversity.
- Strengthen cross-cultural awareness and engagement skills.
- Practice compassion, cultural humility, and emotional intelligence.

Contact Hours/CEUs

8.0 / 0.8

Mentoring Essentials

Mentoring is no longer left to chance—it's a powerful, intentional strategy for growing talent and transferring knowledge across all levels of an organization. This workshop provides practical tools to create impactful mentoring relationships that drive development, confidence, and long-term success.

Learning Objectives

- Identify the roles, responsibilities, and benefits of effective mentoring and reverse mentoring relationships.
- Create a customized mentoring plan, including matching strategies, clear expectations, and development goals.
- Apply the GROW model and other tools to guide mentee development and engage key stakeholders in the process.

Contact Hours/CEUs

7.0 / 0.7

Conflict Management Solutions

This engaging class equips participants with practical strategies to manage conflict, strengthen relationships, and improve communication in the workplace. Through experiential learning, you'll gain proven techniques to resolve disagreements effectively and handle challenging situations with confidence and fairness.

Learning Objectives

- Understand core principles of conflict management to navigate challenges with clarity and confidence.
- Strengthen emotional intelligence and awareness of unconscious bias to foster more respectful, inclusive interactions.
- Apply open communication and team-building strategies to reduce conflict and build stronger, more collaborative relationships.

Contact Hours/CEUs

8.0 / 0.8

Negotiation Best Practices

Designed for real-world impact, this interactive program blends negotiation tactics with relationship-building skills to help you achieve better outcomes and stronger partnerships. You'll gain practical techniques and hands-on experience to confidently navigate deals, resolve conflict, and communicate with influence.

Learning Objectives

- Understand key negotiation theories and concepts to build a strong strategic foundation.

- Apply practical techniques to real-world situations to manage conflict and maximize shared value.
- Reframe negotiation challenges as opportunities and develop confidence through proven, actionable strategies.

Contact Hours/CEUs

8.0 / 0.8

Business Writing

Strengthen your professional writing by clearing up ~~common grammar and punctuation pitfalls~~ that can undermine your message. This practical session helps you write with clarity and confidence—no red pen required. (include AI in here somewhere)

Learning Objectives

- Build confidence by demystifying the grammar and punctuation rules that trip up even experienced writers.
- Learn simple, practical strategies to write clearly and correctly without second-guessing yourself.
- Strengthen your writing through easy proofreading techniques that catch mistakes before others do.

Contact Hours/CEUs

6.0 / 0.6

Managing Multiple Priorities and Your Time

This workshop provides practical tools to help you manage time more effectively, prioritize what matters most, and reduce workplace stress. Walk away with strategies to boost daily productivity, achieve meaningful results, and feel more accomplished at the end of every workday.

Learning Objectives

- Assess current time usage to identify and prioritize high-impact tasks.
- Develop strategies to manage competing demands in your schedule, and reduce time-wasting activities.
- Implement ongoing methods to align daily activities with personal and professional goals.

Contact Hours/CEUs

7.0 / 0.7

Lean Six Sigma & Quality Management

Overview: Lean Six Sigma is a proven methodology for enhancing process efficiency and solving complex business challenges. By combining data-driven analysis with structured problem-solving techniques, it helps organizations reduce waste, improve quality, and increase customer satisfaction. Mastering these skills empowers professionals to drive meaningful change and deliver measurable results across various industries.

Lean Six Sigma Yellow Belt

This course offers a comprehensive introduction to Lean Six Sigma principles, equipping participants with practical tools for immediate application in process improvement projects. Ideal for professionals leading lean teams or anyone seeking to deepen their expertise, this training strengthens both knowledge and skills for measurable results.

Learning Objectives

- Apply Lean Six Sigma tools to analyze inefficiencies, eliminate waste, and optimize complex systems.
- Lead cross-functional improvement initiatives with a data-driven approach and structured problem-solving techniques.
- Identify root causes and implement scalable solutions that enhance quality, increase throughput, and deliver measurable performance gains.

Contact Hours/CEUs

13 / 1.3

Lean Six Sigma Green Belt

Gain practical Lean Six Sigma tools, proven problem-solving methods, and essential statistical techniques to lead high-impact projects with confidence. Earning your Green Belt certification equips you with the skills to drive process improvements across technical and administrative environments—and sets the foundation for advanced Black Belt training.

Pre-Work & Final Exam

*Come to this class prepared with a project you're already working on that you want to improve.

*This class includes a final exam.

Learning Objectives

- Apply the DMAIC methodology to define, analyze, and improve processes using project charters, mapping, and data analysis tools.

- Use Lean techniques like 5S, waste reduction, and Value Stream Mapping to streamline workflows and eliminate inefficiencies.
- Lead improvement projects with confidence by managing team dynamics, evaluating solutions, and planning for risk and impact.

Contact Hours/CEUs

32 / 3.2

Lean Six Sigma Black Belt

This advanced course equips professionals with the tools and leadership skills to drive complex process improvement projects and align Lean Six Sigma initiatives with business strategy. Learn to plan and lead DMAIC projects and Kaizen events, manage team dynamics, and work across organizational levels to remove barriers and deliver results.

Learning Objectives

- Align LSS initiatives with business goals and lead high-visibility projects across functions.
- Apply DMAIC methodology, Kaizen strategies, and advanced statistical tools for process analysis and improvement.
- Use software like Minitab to analyze data, develop control plans, and implement sustainable, measurable change.

Participants should come prepared with a real-world process improvement project to apply course concepts in a practical setting.

Contact Hours/CEUs

49 / 4.9

Mediation

Overview: Mediation is a structured, collaborative process that helps individuals resolve conflicts through open dialogue and mutual understanding—without the need for formal litigation. Guided by a neutral third party, mediation empowers people to find practical, respectful solutions that work for everyone involved.

Mediation Certificate

Step into the powerful world of conflict resolution with this transformative 40-hour mediation training—the recognized standard for entry-level mediators nationwide. Learn how to navigate tough conversations, build common ground, and help others reach meaningful agreements through proven alternative dispute resolution (ADR) techniques. Whether you're looking to lead,

support, or inspire change, this course gives you the skills to make a real impact where it matters most.

Pre-Work

There are multiple online, self-paced computer-based trainings (CBTs) that are required to complete prior to the class start date.

Learning Objectives

- Develop a clear understanding of the mediator's role and master each stage of the mediation process.
- Strengthen conflict resolution skills through effective communication, intervention techniques, and ethical decision-making.
- Enhance awareness of diversity, bias, and power dynamics to create fair, inclusive, and balanced resolutions.

Contact Hours/CEUs

40 / 4.0

Masterclasses

Masterclasses offer focused, high-impact training designed to fit into your busy schedule. In just a short session, you'll learn a valuable new skill or technique that you can immediately put into practice. Elevate your expertise quickly and efficiently with a masterclass tailored for real-world results.

Mastering the Art of Workplace Social Skills: Build Trust, Boost Morale, and Lead with Confidence

Think of this as your guide to mastering the art of workplace mingling—minus the awkward moments. In just one fun, interactive session, you'll learn how to build strong professional relationships, read the room, and handle social curveballs with confidence and class.

Learning Objectives

- Explore how social connections can boost workplace vibes and team success in today's new normal.
- Learn to set respectful boundaries and navigate tricky situations—without making it weird.
- Build communication skills that help you mix professionalism with personality, all while strengthening team dynamics.

Contact Hours/CEUs

Increasing Employee Engagement

Great leaders don't just manage teams—they inspire connection, purpose, and a sense of belonging. This course gives you the tools to create an inclusive culture that fuels engagement, drives performance, and empowers every employee to thrive.

Learning Objectives

- Discover what truly sparks employee engagement and how to turn belonging into your team's hidden advantage.
- Learn fresh, actionable ways to build an inclusive culture where people feel seen, heard, and valued for who they are.
- Master the art of meaningful recognition to boost motivation, loyalty, and all-around workplace vibes.

Contact Hours/CEUs

2.5 / 0.25

Managing Lean and Continuous Improvement Projects

This course focuses on managing projects using a structured Lean Six Sigma approach to identify root causes and deliver lasting results. Learn how to effectively apply project management tools to execute and sustain improvements, avoiding common pitfalls that lead to failed implementations and customer dissatisfaction.

NOTE: Having a background in Lean Six Sigma terminology is helpful. Experience on a Lean Six Sigma or Continuous Improvement team is highly recommended.

Learning Objectives

- Understand why effective project management is essential to the success of Lean Six Sigma (LSS) initiatives, and how it leads to better outcomes and lasting improvements.
- Explore the differences and connections between the DMAIC problem-solving method and traditional project management phases, so you can navigate both with confidence.
- Learn simple, easy-to-use project management tools and how to apply them within LSS projects to stay organized, keep teams aligned, and drive results.

Contact Hours/CEUs

3.0 / 0.3

Building Cohesive Teams

Bring your team together with purpose, trust, and a shared sense of mission. This class equips you with practical tools to create psychological safety, strengthen support, and build a cohesive environment where everyone can thrive and contribute to lasting success.

Learning Objectives

- Inspire motivation and loyalty by uniting your team around a shared, meaningful purpose.
- Create psychological safety to inspire collaboration, innovation, and confident communication.
- Build trust and accountability through servant leadership that puts your team's growth first.

Contact Hours/CEUs

2.5 / 0.25

Cultivating a Growth Mindset

If you're feeling stuck or discouraged in your work, you're not alone—and you're not without options. This supportive, hands-on workshop will help you build a growth mindset, turn setbacks into learning opportunities, and regain confidence in your ability to grow, lead, and succeed.

Learning Objectives

- Embrace the core principles of a growth mindset to unlock your potential and adapt to challenges.
- Build strategies to turn setbacks into opportunities for learning, resilience, and growth.
- Cultivate a mindset that inspires personal development and encourages growth within teams and organizations.

Contact Hours/CEUs

2.5 / 0.25

Accountability in the Workplace

Accountability is how effective leaders transform individual responsibilities into team results. Learning to reframe accountability into a reciprocal relationship can translate into an empowered and engaged team. This workshop will provide informative tools and practical strategies that can be used to implement a culture of accountability and drive positive results.

Learning Objectives

- Learn how setting clear goals and defining your role can boost focus, efficiency, and follow-through.
- Discover how trust and open communication help you stay on track and avoid overwhelm.
- Develop the confidence to take ownership of your time and performance—and become a stronger, more reliable team contributor.

Contact Hours/CEUs

3.0 / 0.3

Clear and Connected Communication

Effective communication is the foundation for success in every aspect of life, blending clear messaging with active listening and meaningful engagement. This immersive workshop guides you through a proven five-step process, equipping you with practical skills to communicate with confidence, clarity, and impact right away.

- Harness the power of expressing your thoughts with clarity and heart.
- Cultivate deep listening skills that create genuine connections and understanding.
- Embrace practical ways to share your message with confidence, meaning, and influence.

Contact Hours/CEUs

2.5 / 0.25

Managing Your Time and Priorities

If time management feels overwhelming, this workshop offers practical strategies to help you prioritize tasks, boost productivity, and reduce stress. Discover the powerful 5-Gear Model to bring focus, energy, and balance to your work and personal life—so you can get more done without feeling burned out.

Learning Objectives

- Explore cultivating deeper connections to yourself, your friends, family, and work/home environments.
- Learn how to set reminders and markers that help you shift into the right gear at the right time.
- Create positive change in the dynamics of your mindset, energy level, and workday.

Contact Hours/CEUs

2.5 / 0.25

Active Listening: The Art of Understanding

Struggling to really hear and understand others can create costly communication breakdowns—whether in person or online. This course teaches active listening techniques that empower you to support your team, strengthen relationships, and make smarter decisions every day.

Learning Objectives

- Use the power of active listening to truly connect and uncover what's beneath the surface in every conversation.
- Break down barriers and embrace open-minded communication that deepens your understanding of others' perspectives.
- Strengthen relationships by mastering both verbal and nonverbal cues for authentic, impactful interactions.

Contact Hours/CEUs

3.0 / 0.3

Building Relationships to Strengthen Your Professional Network

If you find it challenging to build workplace relationships, this supportive workshop is designed just for you. Learn simple, practical strategies to connect confidently with supervisors, peers, and mentors—building a strong network that fuels your growth and success.

Learning Objectives

- Appreciate the impact of nurturing meaningful connections across all levels within your organization.
- Learn practical strategies to earn trust and influence with supervisors, peers, and mentors.
- Gain hands-on experience to confidently grow and maintain a professional network that advances your career.

Contact Hours/CEUs

2.5 / 0.25

Critical Thinking for Problem Solving

Problem-solving is a daily challenge, and sharpening your thinking skills can make all the difference in finding smart, effective solutions. This course helps you balance open-minded creativity with healthy skepticism, empowering you to approach decisions with confidence and deliver your best work every time.

Learning Objectives

- Discover what critical thinking really means and why it matters in your daily work.
- Learn to spot moments when critical thinking can help you tackle challenges more effectively.
- Practice asking thoughtful questions that deepen your own thinking and spark better teamwork.

Contact Hours/CEUs

3.0 / 0.3

Leading Change Effectively

Navigate change with confidence using a proven 5-step framework that turns disruption into opportunity and builds resilience. This interactive course equips you with practical strategies to lead successful transitions, overcome resistance, and drive lasting impact.

Learning Objectives

- Learn an evidence-based model to help you navigate change and lead towards positive results.
- Acquire practical skills in implementing effective change in a dynamic work environment.
- Enhance your leadership capabilities by learning to navigate transitions and foster resilience within teams.

Contact Hours/CEUs

2.5 / 0.25

Developing Your Emotional Intelligence

If navigating emotions or workplace relationships feels challenging, this encouraging workshop will help you build emotional intelligence in a practical, approachable way. Discover how greater self-awareness, empathy, and communication can make daily interactions feel easier, more genuine, and more rewarding.

Learning Objectives

- Understand key elements of emotional intelligence and how they shape a healthy, positive workplace culture.
- Build practical skills in self-awareness, empathy, and communication to strengthen personal and professional relationships.
- Use emotional intelligence to navigate stress, resolve conflict, and inspire trust and collaboration.

Contact Hours/CEUs

2.5 / 0.25

Project Management

Overview: Project management is the structured application of knowledge, skills, tools, and techniques to meet specific project goals and deliver value within defined constraints such as time, cost, and scope. It involves planning, organizing, and overseeing tasks and resources to ensure successful project execution and completion. Effective project management helps organizations navigate risk, adapt to change, and achieve strategic objectives.

Certificate Path

Earn a Project Management Certificate by completing the following:

1. Introduction to the Practice of Project Management
 2. Effective Project Management
 3. Implementing Project Management
 4. An elective of your choice
-

Introduction to the Practice of Project Management

Master the fundamentals of Project Management with a hands-on course designed for emerging and experienced professionals alike. Through interactive discussions and team exercises, you'll gain practical tools, frameworks, and insights to lead projects with confidence, navigate risks, and deliver real results.

Learning Objectives

- Understand the foundational principles and practices of Project Management.
- Apply essential analysis and project management tools to real-world scenarios for improved project execution.
- Evaluate how organizational culture, maturity, and external factors influence project outcomes and leadership success.

Contact Hours/CEUs

Effective Project Management

This course equips professionals with the tools, techniques, and skills needed to effectively lead complex, cross-functional projects under tight constraints. Through hands-on application and collaboration, participants will develop a complete project plan—from scope to schedule—laying the foundation for the final course, Implementing Project Management.

Learning Objectives

- Gain a clear understanding of the project manager's role and the full lifecycle of managing a project from initiation to completion.
- Learn to apply key project management tools and best practices, including work breakdown structures, task estimation, Gantt charts, and scheduling.
- Explore essential frameworks like the Triple Constraint, PMI Talent Triangle, and the differences between traditional Project Management and Agile/Scrum.
- Build practical experience by developing project documentation and making real progress on your own project using industry-aligned resources.

Contact Hours/CEUs

21 / 2.1

Implementing Project Management

This third and final course in the USM Project Management certificate series focuses on applying project management practices within real organizational settings. Participants will learn how to implement tools and processes on their own projects and gain buy-in from colleagues and stakeholders. The course also provides opportunities to evaluate their organization's structure and culture through the lens of project management best practices.

Learning Objectives

- Craft compelling messages to communicate the value of project management to stakeholders and non-project managers.
- Strengthen your leadership and communication skills to foster collaboration and navigate workplace dynamics effectively.
- Explore the PMI Talent Triangle® and uncover key factors that drive—or derail—project implementation and team performance.

Contact Hours/CEUs

21 / 2.1

SHRM Exam Prep

Overview: The Society for Human Resource Management (SHRM) is the world's largest professional association dedicated to advancing the practice of human resource management. It provides education, certification, resources, and advocacy to support HR professionals in aligning workforce strategy with organizational goals. SHRM also develops influential research and sets widely recognized standards for HR excellence and ethics globally.

Certification from SHRM (SHRM-CP or SHRM-SCP) is widely considered the gold standard amongst HR professionals, and requires successfully passing SHRM's rigorous exam. This is why we offer an equally intensive exam prep course to set you up for success.

SHRM-CP/SHRM-SCP Exam Prep

Prepare to take a major step forward in your HR career with our dynamic SHRM-CP/SHRM-SCP Test Prep course! Led by a SHRM-certified instructor, this interactive program combines expert guidance, real-world scenarios, and the latest SHRM Learning System to ensure you're ready to excel on exam day. You'll gain powerful tools to lead, inspire, and elevate your workplace—making you not just test-ready, but career-ready.

Learning Objectives

- Master key concepts and practical knowledge from the SHRM Learning System to confidently prepare for the SHRM-CP or SHRM-SCP exam.
- Engage in interactive discussions and real-life scenarios to deepen understanding and apply HR principles effectively.
- Develop the skills and confidence to lead workplace transformation and support employee growth through SHRM-certified expertise.

Contact Hours

36 / 3.6

Supervision (2 Formats)

Supervision Comprehensive Format

Unlock your potential as a leader by mastering the art of supervision—where success isn't about doing the work yourself, but inspiring and guiding others to get it done. Over six dynamic classes, you'll develop essential supervisory skills that transform team interactions into powerful

results, elevating both your leadership and your team's performance. You will receive a certificate upon completion of this course, no elective required.

Learning Objectives

- Develop essential supervisory skills to shift from doing the work yourself to effectively leading others and managing team interactions.
- Learn to build trust, engage staff, and navigate conflict through coaching and feedback techniques that drive team performance.
- Master delegation, performance management, and coaching strategies to foster accountability and transform employee performance.

Contact Hours/CEUs

48 / 4.8

Supervision Individual Format

This certificate program equips supervisors and managers with practical skills essential for effective day-to-day staff management. It comprises five core workshops—covering supervision, feedback, delegation, coaching, and performance management—plus one elective, allowing flexible completion.

Certificate Path

Earn a Certificate in Supervision by completing the following:

1. Stepping Up to Supervisor
 2. Using Feedback Effectively
 3. Managing Performance Accountability
 4. Coaching to Enhance Performance
 5. An elective of your choice
-

Stepping Up to Supervisor

Making the transition from staff member to supervisor can be challenging. This course is designed to address some of those unique challenges. Through self-assessment and case studies, participants will determine their preferred supervisory style and identify ways to modify it to bring out the best in others.

Learning Objectives

- Gain a powerful understanding of your supervisory role to lead with confidence and purpose.

- Master communication strategies that boost your assertiveness, influence, and ability to inspire others.
- Develop effective techniques to navigate resistance and resolve conflicts by addressing underlying issues head-on.

Contact Hours/CEUs

6.0 / 0.6

Using Feedback Effectively

Giving feedback is a necessary and important part of workplace relationships, whether you are working with a peer, manager, staff member or customer. Learn how to turn a situation that many times ends in defensiveness or anger into a positive conversation that strengthens the working relationship and contributes to increased productivity.

Learning Objectives

- Strengthen your ability to distinguish fact from opinion to deliver clear, objective feedback that builds trust.
- Learn techniques to avoid defensive triggers and respond to tough reactions with calm, confidence, and professionalism.
- Stay focused and in control during feedback conversations to ensure productive, respectful, and goal-oriented outcomes.

Contact Hours/CEUs

6.0 / 0.6

Managing Performance Accountability

Every leader faces the challenge of poor performance—this class gives you the tools to address it with confidence and clarity. Learn a practical, step-by-step approach to hold employees accountable, correct problem behavior, and build a stronger, more productive team.

Learning Objectives

- Learn to recognize early signs of sub-optimal performance and determine the most effective corrective actions to address issues before they escalate.
- Master a clear, step-by-step process for managing poor performance with professionalism, consistency, and fairness.
- Strengthen your ability to foster accountability by practicing corrective action conversations that promote clarity, improvement, and shared responsibility.

Contact Hours/CEUs

6.0 / 0.6

Delegating: Accomplishing Results Through Others

This course focuses on how team leaders identify tasks to be performed, develop action plans, and effectively direct the work of their team members. Participants will learn a six-step process of delegation, have the opportunity to practice with their fellow learners, and receive feedback immediately from the instructor.

Learning Objectives

- Uncover the benefits of delegation and learn to overcome common barriers that limit effectiveness.
- Develop skills to plan, prioritize, and clearly define assignments with appropriate scope and authority.
- Gain strategies to address resistance confidently and foster accountability and growth within your team.

Contact Hours/CEUs

6.0 / 0.6

Coaching to Enhance Performance

Empower your team by transforming everyday work challenges into opportunities for growth, motivation, and stronger performance. This course equips you with practical coaching strategies and real-world tools to bring out the best in others and elevate results through meaningful conversations.

Learning Objectives

- Clearly distinguish between supervision and coaching to understand when and how to apply each for maximum impact on team development.
- Explore the key benefits of coaching, including improved performance, greater employee engagement, and long-term growth.
- Learn and apply a practical, step-by-step coaching framework that fosters accountability and continuous improvement.
- Practice coaching conversations through role-play scenarios to build confidence and strengthen your ability to support others effectively.

Contact Hours/CEUs

6.0 / 0.6

Strategic Planning

Overview: Develop your strategic planning skills so you can make smarter decisions, adapt to change more effectively, and stay focused on what matters most for growth and impact. Strategic planning is the process of defining an organization's direction and making decisions on allocating resources to pursue that strategy. It helps set clear priorities, align teams around shared goals, and anticipate challenges.

Strategic Leadership Planning Certificate

[Delegating: Accomplishing Results Through Others](#), pg. 28 -29

[Effective Communication](#), pg. 13

[Managing Multiple Priorities and Your Time](#), pg. 15 - 16

[Managing Training & Development](#), pg. 12

Technology Applications

Overview:

[Teaching with Generative AI: Foundations](#), pg. 6 - 7

[Teaching with Generative AI: Intermediate Applications](#), pg. 7

[Teaching with Generative AI: Advanced Implementation](#), pg.7

Excel Essentials: Foundations for Data Management

Overview: Unlock the power of Microsoft Excel with this introductory course designed for those seeking to confidently manage and analyze data. In Excel Essentials: Foundations for Data Management, you will explore Excel's user-friendly interface and learn practical skills for data entry, formatting, calculation, visualization, and organization. Hands-on exercises will help you master basic formulas, create visually compelling charts, and utilize essential tools for sorting and filtering information. Whether for work, school, or personal projects, this course builds the foundation you need to make the most of Excel. No prior experience required.

Learning Objectives

- Navigate the Excel workspace, identifying key tools and features.
- Enter and format data clearly and efficiently, applying foundational formatting techniques.
- Construct and use basic formulas and built-in functions to perform common calculations.
- Create and customize charts to visually represent data and trends.
- Apply sorting and filtering functions to organize and analyze data sets.

- Confidently begin using Excel for professional, academic, or personal data management needs

Contact Hours/CEUs

4.5/0.45

Advanced Excel for Business: Data Analysis & Automation Skills

Overview: Advance your Excel expertise with this practical, hands-on course for business professionals looking to efficiently handle complex data tasks and drive better decision-making. This course equips you with the advanced techniques needed to manage, analyze, and automate workflows in any business context. By the end of the program, you'll know how to streamline data analysis, automate reporting, and create dynamic insights you can bring back to your organization.

Learning Objectives:

- Use advanced formulas such as nested logic (IF, IFERROR, IFS), lookup functions (VLOOKUP, XLOOKUP, INDEX + MATCH), and text manipulation tools for complex problem solving.
- Build and customize PivotTables and PivotCharts to quickly summarize and visualize business data.
- Apply advanced data tools such as Data Validation, Flash Fill, Remove Duplicates, and Text to Columns to ensure clean, reliable datasets and save time.
- Develop dynamic, professional-quality charts and dashboards, including combo charts, named ranges, and sparklines.
- Record and run basic macros to automate repetitive or routine tasks.
- Use Power Query to import, clean, and transform data from multiple sources for efficient analysis and reporting

Contact Hours/CEUs

4.5/0.45

Data Visualization and Storytelling with Tableau

Overview: Unlock the power of visual storytelling with Tableau, the leading platform for modern data visualization. This hands-on course, offered through the University of Southern Maine's Professional Development division, is designed for professionals and beginners alike who want to transform raw data into compelling visual narratives. Learn to connect to diverse data sources, build insightful charts and maps, and design interactive dashboards that communicate your message clearly and drive effective business or organizational decisions. Whether your goal is to enhance reports, inform strategies, or inspire action, this course provides a strong foundation in both the technical and communicative aspects of Tableau.

Learning Objectives:

- Explain the role and impact of data visualization and storytelling in business intelligence and decision-making.
- Navigate Tableau's interface with confidence and compare it to other common data visualization tools.
- Connect Tableau to local and online data sources including Excel, CSV, databases, and web services.
- Distinguish between dimensions and measures, and use both effectively in creating analyses.
- Build core visualizations such as bar graphs, line charts, pie charts, highlight tables, heat maps, scatterplots, trendlines, and geographic maps.
- Format charts for impact, using colors, labels, tooltips, and calculated fields for enhanced storytelling.
- Use basic and advanced filters, quick filters, and parameters to deliver dynamic, interactive visual experiences.
- Apply data preparation and connection options, including relationships, joins, extracts, and live connections.
- Design engaging dashboards with interactive elements, mapped visualizations, and thoughtful layouts to best tell the data's story.
- Communicate insights clearly and persuasively to a wide variety of audiences using Tableau's visualization and dashboard tools.

Contact Hours/CEUs

4.5/0.45

Product Management: Achieving Product-Market Fit

Overview: Unlock the secrets to building high-impact products and businesses by mastering the art and science of product-market fit. This hands-on, practical course is tailored for startup founders, aspiring entrepreneurs, B-school students, and professionals charged with finding product-market fit in their organizations. Experience a systematic, step-by-step journey, from understanding customer needs to rapidly iterating your minimum viable product (MVP) using hypothesis-driven experimentation. With expert guidance, interactive sessions, and actionable tools, you'll leave ready to lead product discovery, de-risk innovation, and achieve sustainable customer traction—no prior product management experience required.

Learning Objectives:

- Identify and segment their target customers through research, personas, and interviews.
- Uncover and prioritize underserved customer needs using lean discovery techniques and the "Five Whys" model
- Define a differentiated value proposition and articulate how their product stands out from competitors

- Develop an MVP feature set and prototype that aligns with real customer pain points.
- Design and conduct lean experiments to test hypotheses, gather rapid customer feedback, and iterate solutions
- Evaluate product-market fit using key metrics and feedback, refining the product and go-to-market approach accordingly
- Apply frameworks such as the Product-Market Fit Pyramid and Lean Product Process to any new product, service, or feature

Contact Hours/CEUs

4.5/0.45

POLICIES

Attendance

- Learners must attend 80% or more of the total classroom hours to receive completion status
- We do not grant partial credit
- If you are unable to attend class, please contact us and your course instructor **as soon as possible** (see Refund Policy below)
 - Office Phone: 207-780-5900
 - Office Email: usmpdp@maine.edu

Course Postponement or Cancellation

- **Forecasted Inclement Weather:**
 - We monitor the weather regularly, and will be reaching out to learners ASAP regarding if class is still happening, or if it will need to be rescheduled due to weather. Safety comes first!
 - Updated dates and times will be announced as soon as possible. Learners who are enrolled but unable to attend the rescheduled session will receive a full refund.
- **Inclement Weather:**

- In case of inclement weather, please call the USM Storm Line at (207) 780-4800 for the University open/close status. The recorded storm cancellation message begins at 6:00am and updates as necessary.
- **USM Delay or Closure:**
 - Regardless if the class is online or in person, if the University is closed or delayed, PDP and its classes are cancelled or delayed.
- **Low Enrollment:**
 - We will be contacting all enrolled learners within two weeks of the course start date if the course needs to be postponed due to low enrollment. New dates and times will be shared ASAP. Any enrolled learners who are unable to join the rescheduled session will be issued a full refund.

Grading

- All classes are graded “**Pass/Fail**”. See Attendance Policy for more details.

Refunds

- 100% refund if you withdraw five or more business days before the class start date.
- No refunds or transfers for no-call, no-show