



*Focused learning, focused on you*

## Learning Pathways

### What is a Learning Pathway?

Imagine taking a series of identified classes that provides you with an in-depth exploration of a specific topic. When completed, a certificate of learning is awarded, as documentation of your commitment to pursue the study and practice of a specialized area of professional development. Completing the designated classes over multiple years provides you time to reflect upon the concepts and integrate the skills into your work and personal lives.

#### Learning Pathway Details:

- Each LP has 10-12 classes required for certificate.
- Not all classes are offered every year; please check MC Learns for schedule. Click on LP title in table for more details.
- Some classes count for multiple pathways!
- You can take classes even if you choose not to pursue a certificate.
- Register for each class in MC Learns.

- There is no sequence—take classes in any order.
- Self-paced—complete the classes over multiple years.
- You can also take classes without completing a pathway.

### What Learning Pathways Are Offered?

1. [Career Development](#) (1-year cycle)
2. [Change Management: the People Side](#) (2-year cycle)
3. [Communication and Conflict](#) (2-year cycle)
4. [Customer Service](#) (2-year cycle)
5. [Effective Committees](#) (1-year cycle) **NEW!**
6. [Equity and Inclusion](#) (2-year cycle)



If you are completing a learning pathway, register to attend the Learning Pathway Certificate Reception on Thursday, June 14, 2018, in MC Learns. Certificates of completion will be presented to honor your commitment to your professional development.

## Learning Pathways & Classes

<u>Change Management: the People Side</u>	<u>Communication and Conflict</u>	<u>Customer Service</u>	<u>Equity and Inclusion</u>	<u>Career Development</u>	<u>Effective Committees</u> <b>New!</b>
Crucial Conversations ●	Art of Criticism	Bridging Multiple Languages, Accents, and Tones	Breakthroughs Toward Educational Equity	Career Resources at the Library	Committee Challenges/ Conundrums
Leading and Managing Change: ADKAR Model of Change	Civility in the Workplace	Clear, Concise Efficient Writing and Phone Skills	Developing Cross-Cultural Intelligence ●	Job Seeking Within MC: Using the Job Wizard	Creating A Committee
MC's Guiding Principles and Change Map	Communicating Across Cultures ●	Communicating Across Cultures	Everyday Bias	Interviewing Skills and Job Search Strategies	Delegating for Growth
Moving through the Stages: Managing the Stress of Change	Crucial Conversations ●	Developing a Customer- Focused Environment	Gender and Identity	Networking Skills for Your Career	Developing Positive Relationships at Work ●
People, Personality and Change	Dialogue in Conflict	Extraordinary Customer Service	Intercultural Conflict ●	Personal Branding on Social Media	Milestones and Capstones
Successfully Managing Change	Developing Positive Relationships ●	Influencing Skills for Win-Win Outcomes	Mind-Set for Growth	Resume Writing	Planning and Facilitating Meetings
Surviving Workplace Change	Influencing Others	Internal Customer Service Techniques	Seeing Self, Seeing Systems	Success Right Where You Are!	Working with Difficult People ●
Taking Charge of Change	Intercultural Conflict ●	Keeping Customers Calm	Speaking Truth to Power	Using "Career Coach" for Career Planning	Why We Struggle With Tough Decisions: Overcoming Doubts and Dilemmas
The Circle of Influence, Control, and Change	Options for Handling Conflicts	MC's Culture of Service Excellence	Stereotypes and Stereotype Threat		
What's Your Conflict Style? ●	What's Your Conflict Style? ●	Working With Difficult People ●	Talking across Generations		
	Working With Difficult People ●	Working with Angry Customers	The Nature of Privilege		
	Your Brain on Conflict				

● =also fulfills Change Management: the People Side Pathway; ● = also fulfills Conflict and Communication Pathway; ● = also fulfills Customer Service Pathway; ● = also fulfills Equity and Inclusion Pathway; ● =also fulfills Effective Committees Pathway

**REGISTER**

**To register for each class in MC Learns, browse under the "Communication & Interpersonal Relations," "Leadership, Management & Supervision," "Multiculturalism & Diversity," and "Career Development" categories.**