

communication, problem-solving, and teamwork skills essential for fast-paced, service-oriented environments. By developing these abilities, learners can build lasting client relationships, enhance service quality, and support industry growth.

AMA Microcourse Title	Duration (min)
Creative Thinking Techniques	18
Effective Problem Solving and Decision Making Tools	20
Fostering Creativity and Innovation in Others	18
Key Components of Critical Thinking	20
The ART of Analytical Thinking	26
Adopting an AI Mindset	27
Becoming a Trusted Advisor	20
AI: A Framework for Ethical Application	20
Building a Customer-Focused Strategy	20
Diversity and Inclusion: Creating an Inclusive Culture	15
Diversity and Inclusion: Understanding the Impact	20
Creating Boundaries and Balance	20
Enhancing Communication Skills	20
Developing Awareness that Leads to Emotional Regulation	20
Establishing Presence and Credibility	20
Framing the Message for Greater Impact	20
Leading with Emotional Intelligence in the Workplace	20
Leading Your Team Through Ambiguity	20
Motivating and Influencing Throughout the Organization	20
Planning for Success	20
Routines that Support Efficiency and Productivity	21
Recognizing and Navigating Unconscious Bias	20
Applying Mindful Behaviors at Work	20
Being an Ally in a Diverse Working World	25
Creating a Culture of Belonging	20
Enhancing Team Unity and Success	20
Giving and Receiving Feedback	22
Leveraging Feedback to Strengthen Employee Commitment	20
Managing Change Effectively	20
Building Your Strengths as a R.E.A.L. Team Player	23

	Next Steps: Browse the Work-Based Learning database & sign up for an opportunity. SENIORS: Save course certifications & complete the scholarship application.
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