



# Human Resources Training Services

## COMPLETION FORM

### Ambassador Program Certificate Program

#### Overview

Oklahoma State University staff are ambassadors for OSU. Often, they are the first, and even the most important contact for a person on the telephone, a student in need of assistance, or a person in need of answers. With this in mind, OSU Human Resources/Training Services developed the OSU Ambassador Program to enhance the knowledge and skills of the people who play this critical role in the public perception of OSU and its smooth, efficient operation. Successful completion shows a desire for continuous learning and improvement.

#### Track Completion Information

- We highly encourage you to work with your supervisor to select a professional development program and the individual courses to take to complete the program.
- Although you can work on this track at your own pace, we require completion within 2 years.
- Courses listed in multiple tracks can only be counted towards the completion of one learning track. You cannot use the same course to meet the course requirements of multiple learning tracks.
- You may participate in only one training program at a time.

#### Participation Expectations:

1. 6 core courses and 10 elective courses are needed to complete this learning track. Both online and classroom courses can be used.
  - **Online Courses:**
    - We recommend that test scores be printed and kept on file in case they are needed. The Learning Management System must show the class as completed in order for credit to be given.
    - Up to 5 online courses can be counted towards your electives.
  - **Classroom Courses:**
    - Classroom courses can be selected from any Training Services department-sponsored sessions or events that fall into the learning scope of the track selected. If in doubt, contact Training Services at [osu-trng@okstate.edu](mailto:osu-trng@okstate.edu).
    - A course can only be counted one time. All courses used to obtain a certificate of completion cannot be used to complete any other track.
    - Session attendance records will be used for verification purposes. Be sure to sign-in for any session attended.
2. Once you have completed the specific number of courses, return the track Completion Form to Training Services, 106 Whitehurst or by e-mailing the form to [osu-trng@okstate.edu](mailto:osu-trng@okstate.edu).
3. Your supervisor will be notified that you have completed the program and an official Certificate of Achievement will be sent through campus mail.

#### DISCLAIMER

This certificate program requires a 2 year commitment. Core courses are offered twice a year and electives are offered throughout the calendar year. Elective courses vary for each certificate program. Elective courses are subject to change throughout the calendar year to provide a range of options.

Updated 3/30/2017

[www.hr.okstate.edu/training](http://www.hr.okstate.edu/training)



Human Resources

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Employee Name: \_\_\_\_\_ Department: \_\_\_\_\_ E-mail: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_ Supervisor Email: \_\_\_\_\_

Classroom or Online	Title	Credits	Completion Date
<b>Core Courses</b>			
Classroom	The Univeristy Culture	1	
Classroom	The Student Perspective	1	
Classroom	The Indispensible Employee	1	
Classroom	Safety is Everybody's Business	1	
Classroom	At Your Service	1	
Online	Interpersonal Communication that Builds Trust	1	
<b>Elective Courses</b>			
Classroom	Administrative Professionals Day	1	
Classroom	Ant Colony Communication	1	
Classroom	Attitude 101	1	
Classroom	Business Writing That Works	1	
Classroom	Cooking Up Confidence	1	
Classroom	Decisive: How to Make Better Choices in Life and Work	1	
Classroom	Emily Post's The Etiquette Advantage in Business	1	
Classroom	Five Key Stratagies to Improve Your Well-Being	1	
Classroom	Negaholics Anonymous	1	
Classroom	Staff Development Day 2017	1	
Classroom	Telephone Skills and Etiquette	1	
Classroom	The 12 Principles of Remarkable Customer Service	1	
Classroom	Time Management-It's a Breeze	1	
Classroom	Violence Prevention in the Workplace	1	



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Elective Courses			
Online	Customer Service Fundamentals: Rapport Building in Customer Service	1	
Online	Providing On-site Customer Services	1	
Online	Providing Telephone Customer Service	1	
Online	Providing Effective Customer Service	1	
Online	Personal Productivity Improvement: Managing Tasks and Maximizing Productivity	1	
Online	Maximize Your Productivity by Managing Time and Tasks	1	
Online	Avoid Procrastination by Getting Organized Instead	1	
Online	Making Yourself Approachable	1	
Classroom Session or Event			
Classroom Session or Event			
Classroom Session or Event			