



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.
 - Approved online Ambassador Program courses are listed on the completion form.
 - **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.
 - 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.
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 1/5/2017

www.hr.okstate.edu/training



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Certificate Program

Employee Name: _____ Department: _____ E-mail: _____

Supervisor Name: _____ Supervisor Email: _____

| Classroom or Online | Title | Credits | Completion Date |
|-------------------------|---|---------|-----------------|
| Core Courses | | | |
| 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 | |
| Elective Courses | | | |
| 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: Building Rapport in Customer Relationships | 1 | |
| Online | Customer Service in the Field | 1 | |
| Online | Customer Service over the Phone | 1 | |
| Online | Internal Customer Service | 1 | |
| Online | Personal Productivity Improvement: Managing Tasks and Maximizing Productivity | 1 | |
| Online | Personal Productivity Improvement: Managing Your Workspace | 1 | |
| Online | Personal Productivity: Self-organized and Overcoming Procrastination | 1 | |
| Online | Making Yourself Approachable | 1 | |
| Classroom Session or Event | | | |
| Classroom Session or Event | | | |
| Classroom Session or Event | | | |