

# County Administrative Professional Certificate

**16****COURSES**  
**17 CREDITS**

Develop skills for county office work.

## Learn at your pace.

The County Administrative Professional Certificate is designed for individuals who want to develop skills for a variety of administrative job functions or professional growth in county government offices. The program consists of topics related to technology, communication, and interpersonal skills. It is open to everyone, but geared toward those who directly deal with customers and whose primary job functions are administrative in nature.

### 100% ONLINE

Complete the program online.

### NO ENROLLMENT FEE

This program is completely free. Enroll using k@te.

## 16 required courses:

All 16 courses are required to earn 17 credits and the certificate.

|                                                             |            |                                                                      |            |
|-------------------------------------------------------------|------------|----------------------------------------------------------------------|------------|
| <b>1</b> Customer Service Foundations                       | <b>1.5</b> | <b>9</b> How to Be an Adaptable Employee During Change & Uncertainty | <b>1</b>   |
| <b>2</b> Working with Upset Customers                       | <b>1</b>   | <b>10</b> Leading Yourself                                           | <b>1</b>   |
| <b>3</b> Effective Listening                                | <b>1</b>   | <b>11</b> Decision Making                                            | <b>1</b>   |
| <b>4</b> Communication Foundations                          | <b>1.5</b> | <b>12</b> Efficient Time Management                                  | <b>2</b>   |
| <b>5</b> Phone-Based Customer Service                       | <b>1</b>   | <b>13</b> Interpersonal Communication                                | <b>1</b>   |
| <b>6</b> Writing Customer Service Emails                    | <b>1</b>   | <b>14</b> Unconscious Bias                                           | <b>0.5</b> |
| <b>7</b> Improving Your Mental Health at Work               | <b>1</b>   | <b>15</b> Communicating Across Cultures                              | <b>0.5</b> |
| <b>8</b> Productivity Tips: Finding Your Productive Mindset | <b>1</b>   | <b>16</b> Introduction to County Government                          | <b>1</b>   |

## Ready to get started?

All courses are required. Register now in k@te, the CTAS training environment.

**REGISTER IN k@te**

Questions? [ctas.support@tennessee.edu](mailto:ctas.support@tennessee.edu) | (615) 532-3555