UCF’s Executive Education

We recognize that continuous development of talent is vital to the overall success of your organization. Each of our programs is designed to promote professional development and prepare your team for tomorrow’s challenges.

Our goal is to provide cutting-edge training that will teach your team to think differently, exchange ideas and apply new techniques. We focus on creating a collaborative learning environment that inspires participants to put new ideas into action to face today’s toughest business challenges. Participants can make a lasting impact on their organizations and careers by immediately applying the newly acquired knowledge to their business. With programs led by nationally-recognized faculty and prominent leading practitioners who combine theory with real world examples, we help our clients create a competitive advantage sustainable in today’s rapidly changing business environment.

We offer two options for bringing knowledge to your organization:

**OPEN-ENROLLMENT PROGRAMS**

Help top-performing individuals from your organization or small teams sharpen their skills by enrolling them together in one of our open-enrollment programs. We offer group discounts for three or more attendees from the same company. Participants learn from their peers and relate discussed topics to their organizations.

**CUSTOM PROGRAMS**

We collaborate with organizations to develop programs that meet your needs and achieve your goals. Delivery in a variety of formats and at either our Center or a location of your choosing staffed by our professional team will be a seamless experience.

Program Benefits

**NETWORKING OPPORTUNITIES** Connect and engage with business professionals from a range of industries and organizations in Central Florida and beyond

**ACADEMIC EXCELLENCE** Learn from professors who are accomplished researchers, excellent teachers and experienced business leaders and consultants

**PRACTICAL APPLICATION** Walk away with fresh ideas, effective tools and proven solutions to current business challenges you can apply immediately

**COLLABORATIVE ENVIRONMENT** Exchange opinions, share experiences and discuss best approaches in a supportive learning environment

**REAL-WORLD RELEVANCE** Discover latest business concepts and hands-on techniques necessary to succeed in today’s competitive marketplace

“UCF’s Executive Education workshops and facilitators always provide information that can immediately be applied to the attendees’ roles and functions. Every time I attend a session, I learn something new. I really enjoy attending these workshops!”

Kathy Cortez, Director of Administration, HCR

“Dr. Porter (left) delivers an outstanding workshop, providing leaders and would-be leaders invaluable tools for organizational & business success. The presentation is richly illustrated with actual cases and the lessons are reinforced by hand-on applications.”

Tom Duncan, Systems Director, The Aerospace Corporation
Open-Enrollment Workshop Calendar

Our open-enrollment workshops are tailored to mid-to-upper level managers. Choose one of our three workshop tracks below to sharpen your skills in a particular area or attend all of our programs for a new perspective on current business issues and solutions that can be applied to your organization’s challenges the very next day.

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<td><strong>Customer Experience &amp; Innovation</strong></td>
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<td>Improve your service intelligence quotient and learn how to apply the model of service innovation to your organization. Assess service in your company and become a better service scientist and service leader.</td>
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<td><strong>Business Development &amp; Sales Strategies</strong></td>
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<td>Discover real world, tactical approaches for selling more of your products and services to new and existing clients in the consultative manner that today’s clients expect.</td>
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<td><strong>Effective Negotiation</strong></td>
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<td>Deepen your knowledge of effective negotiation strategies and sharpen your practical skills. Take away a framework of principles, strategies, and tactics that will help you to successfully negotiate in any industry.</td>
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<td><strong>MANAGEMENT</strong></td>
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<td><strong>Employee Relations and Conflict Resolution</strong></td>
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<td>Explore everyday workplace interpersonal scenarios, the potential risks of avoiding managing conflict, and gain practical advice to address conflict in a manner that is fair, firm, and friendly.</td>
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<td>Aug. 2018</td>
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<td>Empower yourself with a framework of essential finance and accounting terminology, concepts, and applications. Acquire the financial skills necessary to evaluate proposed business projects and analyze performance.</td>
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<td><strong>Management Development Program for New Managers (Part 1 or 2)</strong></td>
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<td>Learn management best practices and walk away with the tools and resources to help you engage and motivate your team, create a collaborative and effective working environment, and reach target performance goals.</td>
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<td>Discover the art and science of effective leadership. Identify your leadership style and learn how to set a clear vision, align company resources with your vision, and execute your strategic plan most effectively.</td>
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<td><strong>Applied Strategy</strong></td>
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<td>Learn how to appraise your firm’s competitive strategic position in the market and gain strategic planning methods that work. Walk away with the toolkit you need to gain and sustain a competitive advantage.</td>
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<td><strong>Change Management</strong></td>
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<td>Discover effective ways to manage and lead change in your organization. Experience hands-on exercises to illustrate critical change management practices that will help you become a successful change agent.</td>
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Custom Programs

The UCF Executive Development Center is proud to partner with Central Florida organizations to provide custom corporate programs, high-impact learning experiences that are tailored to a specific company or organization. From half-day seminars to multi-session workshops offered at your location or in our facility, all of our programs help equip participants with skills necessary to face various business challenges and strengthen their organizations in a most interactive and applicable manner.

Our team handpicks the most qualified professors from our roster of award-winning educators and renowned practitioners who will partner with your organization to design and deliver a customized program that will provide you and your team with practical tools you can apply to real-world situations. We use a variety of learning methodologies including class discussions, case studies and role-plays to encourage teamwork, transform your organization, and help launch strategic initiatives.

We are dedicated to providing the ideal experience to meet your organization’s unique needs. We will work with you closely using following four-step process:

1. **IDENTIFICATION OF LEARNING GOALS AND OBJECTIVES**
   - We conduct needs analysis, learn about your organizations background and core business challenges and help you develop training objectives.

2. **COURSE DESIGN AND CONTINUED DIALOGUE**
   - We determine the best program format and length, select faculty, refine corporate needs, and facilitate pre-program communication with participants.

3. **PROGRAM DELIVERY**
   - Our instructors and dedicated staff deliver the program at your location of choice or our state-of-the art UCF Executive Development Center Facility in Downtown Orlando.

4. **PROGRAM EVALUATION AND FOLLOW UP**
   - We collect and analyze program evaluations and discuss results with clients to ensure objectives were met and explore possible future engagement.

“As the training administrator for our company, I am always looking for quality resources to enhance our training programs... UCF’s Effective Negotiations workshop has been so well received that we have sent close to 100 participants, and have integrated this class into our annual training schedule. Every facet of this experience is world-class. I highly recommend this program to any professional that wishes to expand their negotiation knowledge and skills in a professional setting.”

Luis Calafuy, Senior Training Administrator, Utilities Industry

Popular custom program topics that are tailored to meet organizations’ unique learning objectives are:

- Accounting for Non-Financial Managers
- Applied Strategy
- Building and Leading Effective Teams
- Business Data Analytics
- Effective Negotiation
- Employee Relations & Conflict Resolution
- Executive Leadership
- Finance for Non-Financial Managers
- Professional Selling & Business Development
- Strategic Marketing
- Social Media

Contact us to begin your custom educational journey. We can help you develop and deliver the right training to take your organization to the next level.

“In 2017, our management team and potential future managers participated in the one-day program [on Change Management] facilitated by Dr. Steve Whiting. It was a great investment that I highly recommend for other organizations looking to execute their strategy more effectively.”

Joe Mirachi, President/CEO, Launch Federal Credit Union
ABOUT UCF & THE EXECUTIVE DEVELOPMENT CENTER

The University of Central Florida is a thriving preeminent research university located in metropolitan Orlando. With more than 66,000 students, UCF is one of the largest universities in the U.S. In addition to its impressive size and strength, UCF is ranked as a best-value university by The Princeton Review and Kiplinger’s, as well as one of the nation’s most affordable colleges by Forbes. The university benefits from a diverse faculty and staff who create a welcoming environment and opportunities.

The UCF Executive Development Center is an executive-style meeting and classroom building located in the heart of Downtown Orlando. An auxiliary center within the University of Central Florida’s College of Business, the UCF Executive Development Center offers executive and professional graduate business programs, executive education and custom training programs. The Center is housed in a boutique, historic building located on West Pine Street — just one block from Orange Avenue.

FOR MORE INFORMATION:

BUSINESS.UCF.EDU
EXECUTIVEEDUCATION@UCF.EDU
407.235.3901

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