CITY UNIVERSITY MIAMI

DIVISION OF CONTINUING EDUCATION

Certifies that

Santiago Mauricio Erazo Yépez

Successfully completed the requirements for the

Continuing Education Certificate in Leadership

MIAMI, FL

December 2023 to January 2024 - Hours: 45

Issued on: April 24, 2024

Daniel Burgos
President

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Continuing Education Certificate in Leadership

Number of hours: 45

Unit 1: Towards conscious Leadership

- Introduction and Objectives
- Concept of Emotional Intelligence
- Intrapersonal Skills
- Interpersonal Skills and Assertiveness
- Communication Skills

Unit 2. Quality in Relationships as a Management Tool

- Introduction and Objectives
- Diagram of the Affective Relationship
- Analysis of Relations in the Field of Work
- Communication Levels
- How to help others help themselves through Emotions

Unit 3. Leadership

- Introduction and Objectives
- Definition of Leadership
- Critical Mass needed for Effective Leadership
- The DNA of the Leader
- Sensory Channels

Unit 4. Motivational Leadership

- Introduction and Objectives
- McGregor's Theory X and Theory Y
- Maslow's Pyramid
- Frederick Herzberg's Theory
- Lawler Model of Motivation
- Other Theories

Nº 202404/MIU/01112