



DIVISION OF
CONTINUING EDUCATION

Certifies that

Jhoselyn Castillo Zhamungui

Successfully completed the requirements for the

Continuing Education Certificate in Leadership

MIAMI, FL

August 2021 to September 2021 - Hours: 45

Issued on: October 7, 2021



A handwritten signature in black ink, appearing to be 'P. Cardona'.

Pablo Cardona
President



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