



To whom it may concern,  
RE: Austin Kelly  
Business Management Program  
Certificate of Completion

We are very pleased to award our "Management Skills & Leadership Development Course - Master Certificate in Business Management" to Austin. This letter certifies that Austin passed the final exam with high marks.

The following components were covered in this calculated 80 hour credited course:

- Key points to strong leadership
- Leadership vision and managerial goals
- Organizational strategizing and planning to its optimum
- Essential reporting and process documentation
- Inspiring teamwork
- Creating and developing a strong team
- Motivating employees to achieve high success
- Evaluating and rewarding job performance
- Managing the different personalities
- Hiring and retaining the right employees
- Dealing with conflict, violence and difficult employees
- Dealing with attendance and poor job performance
- The importance of delegation
- Multitasking and prioritizing skills
- Time management and keeping stress under control
- Problem solving and decision making
- Verbal and written communication skills
- Meeting management
- Preparing and delivering a presentation
- Communicating change to the staff
- Understanding the fundamentals of Business including:
  - Finance & Accounting statements and budgeting
  - Economics & Ethics
  - Operations and Quality Management
  - Customer Operations - Care, Service & Support
  - Marketing & Sales
- The importance of constant open communication
- Earning respect amongst staff and peers
- Sharing the vision and achieving the goals

We wish Austin well in his future management endeavors. With the skills he obtained in this course, Austin is well on his way to a successful managerial career.

Sincerely,

A handwritten signature in black ink, appearing to read 'William L. Evans', written over a white background.

William L Evans

President

Dated: 3<sup>rd</sup> of October, 2017

