

# Effective Management Certificate

This certificate is your next step in professional development and is built especially for those who have been promoted from supervisory to managerial responsibilities. Certificate candidates must successfully complete all 15 courses within a two-year period from the start of their first class. Classes may be taken in any order with the exception of Management Basics, which must be taken first.

- ★ Behavioral Interviewing
- ★ Business Mentoring
- ★ Communication Skills for Managers
- ★ Delegation for Leaders
- ★ Effective Performance Appraisals
- ★ Emotional Intelligence
- ★ Fostering Diversity in the Workplace
- ★ Handling Conflict
- ★ HR Legal Issues for Managers
- ★ Introduction to Project Management
- ★ Leading Change in the Workplace
- ★ Leading High Performance Teams
- ★ Management Basics
- ★ Mixing 4 Generations in the Workplace
- ★ Problem Solving for Teams



Learn more, call 319-208-5375.

## Behavioral Interviewing

Hiring the right person for the right job requires behavioral, objective, and fact-based criteria to be part of your hiring process. Learn how to construct a thorough list of job requirements and how to ask questions to reveal past experiences and interpret behavior. Learn the importance of prompt, fair follow-up to build a successful team.

## Business Mentoring

Learn a coaching strategy to supplement your leadership and management strategies. Understand the qualities of great coaches, leadership coaching strategies and coaching skills. You will have the opportunity to practice coaching skills as well as experience being coached with fellow participants.

## Communication Skills for Managers

Participants will discuss how to be a better listener and how to coach an employee to change their performance to meet expectations. Practice giving feedback to employees through role-play. Whether communicating to your team members, peers or your own manager, this course will help you hone both your communication and influencing skills, helping you deliver the right message for winning outcomes.

## Delegation for Leaders

The strongest leaders empower others to be involved with the work of their organization. Too many leaders believe they have to shoulder the weight of the priorities alone. This is not so. A key skill includes delegating work tasks, priorities and projects to team members at every developmental level. Bring your real life experiences and uncover solutions on proper ways to delegate at each development level, novice to expert, and how to build bench strength as a result of proper empowerment.

## Effective Performance Appraisals

Learn to write measurable performance expectations and evaluate non-tangibles such as attitude and communication skills. Learn to evaluate employee current performance and write performance objectives they can follow to meet expectations. This course also covers when employees do not meet expectations and disciplinary action that must be taken. Also covers progressive discipline, including written performance plans.

## Emotional Intelligence

Our emotions play a vital role in our work and personal lives. Channeling emotions, either positively or negatively, can make or break professional relationships. Gain insight into how to use emotions to create positive workplace results. Through discussion we will uncover the right techniques that will allow you to set aside emotions that sabotage your own effectiveness.

## Fostering Diversity in the Workplace

Learn how people from different backgrounds and experiences contribute to the richness and the competitive edge of any organization. Explore ways to create an atmosphere of inclusion, understanding and appreciation for individuals who will enhance creativity, collaboration and increase overall team performance.

## Handling Conflict

One of the most difficult and most avoided topics in every company and relationship is that of conflict. We all learn from our past in how we handle conflict with others. Some of us have great examples and others, not so much. Everyone experiences some degree of workplace conflict; therefore, we all deserve training on how to handle it most effectively, focusing on great results and best teaming relationships. You will focus on conflict do's and don'ts. Pay close attention to a conflict roadmap that will allow a productive strategy for encouraging and following through with healthy conflict. We will take a closer look at each individual's natural conflict style to increase awareness and become better able to effectively navigate more effective conflict situations.

## HR Legal Issues for Managers

Learn about the human resource function and legal issues that impact a manager's role. Get an overview of the major employment laws and work with case studies to apply the principles learned.

## Introduction to Project Management

Increase your awareness of key project management behaviors. Participants will define a project, identify critical components for project management at each stage, and develop a personal action plan for applying project management skills.

## Leading Change in the Workplace

When faced with change, you have one of three choices... lead, follow or get out of the way. Choose to lead! This course will help managers deal with change in the workplace - both personally and as a leader of their team. Topics include understanding both positive and negative effects of change, learning personal response to change, helping to lead employees through change, seeing change as an opportunity, and communication during change.

## Leading High Performance Teams

Transform your team into a high performing one. Learn the basics of team dynamics, the stages of team formation, and learn to utilize individual strengths to bring out the best in all team members. Learn about your own leadership style and explore its impact on team performance.

## Management Basics

Get the core skills you need to ensure success as a manager or front-line supervisor. Learn about the role of a manager and contemporary management theories. Topics include team building, relationship building, communications, delegation, professionalism, and ethics.

## Mixing 4 Generations in the Workplace

In today's business environment, with a vast range of ages and background experiences at play, you are more likely to be managing, coaching and leading people who are nothing at all like you. This class will provide you with the understanding and tools necessary to effectively coach, manage and retain each generation at work.

## Problem Solving for Teams

Explore strategies and skills to define the problem, foster creative solutions, identify participant qualifications for a given problem and select problem-solving techniques.