

Consortium Training for Comprehensive MANAGEMENT DEVELOPMENT PROGRAM

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people to produce results for the organization. And, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply them to their new role with the company. For this reason, the Management Certificate program was built to serve all employers who want Supervisors, Managers, and High Potential Employees to be equipped with the skills they need to be successful in a leadership role.

This Certificate Program teaches employees how to:

- transition from worker to supervisor/manager of other workers
- manage work and people
- plan for achievement of results
- align individual performance goals with the company's goals
- coach employees' performance to achieve company goals and objectives
- become self aware in order to effectively communicate with different personality types
- learn how to flex your management style to the needs of your individual team members
- resolve conflicts in order to focus on results and promote teamwork



The Management Development Certificate Program is a comprehensive training program that consists of 6 different learning modules. Each module is 8 hours / 1 day in length for a total of 48 hours or 6 full days. However, training days are not consecutive which allows candidates for the certificate time to use and practice the new skills they learned in training before they attend the next module. Use the **6 Month Planner** below to schedule your employees in all 6 modules for completion of the Management Certificate.

Date	Module
September 12, 2012	Basic Management Skills
October 4, 2012	Effective Interactions
November 6, 2012	Coaching for Improved Performance
December 4, 2012	Managing the Performance of Others
January 10, 2013	Situational Leadership
February 14, 2013	Conflict Resolution Strategies

What Past Participants are Saying About the Program

- "This will help me immensely in assessing my leadership style needs in different situations so I can be an effective leader."
- "This will absolutely help me in my job. The material was very relevant to what I do every day."
- "This experience has really helped me. I have changed a lot of my ways and in turn has made me a better supervisor. Thanks a million!"

Additional Information

Cost for the entire **Management Certificate Program** is \$1410 per employee. Call Damian Dinan at 610-861-5064 to register, discuss pricing options for multiple employees, and payment methods.

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Management Certificate Workshop Descriptions

Basic Management Skills

Your company is counting on you to help the business grow and remain healthy. To do this, you must master certain basic skills in management --- skills such as planning, problem solving, decision making, and organizing human capital and work, meeting management deadlines, delegation, communications, and aligning your departmental goals with the goals of the company. This program teaches you how to master the fundamentals associated with leading employees and managing work.

Coaching for Improved Performance

Workers approach their jobs differently than in the past. They have different ideas of what they can be required and not required to do on the job. Added to that is the “doing more with less” pressure supervisors and managers work under day-in and day-out. The question becomes, how do you motivate employees to excel in the performance of their jobs in today’s work environment? Coaching is the most effective way to improve the performance of employees. Improved employee performance leads to increased productivity and profitability for the company.

Conflict Resolution Strategies

Working with others in formal teams or just informal interdependent groups has become an essential part of the way we do work. As individuals find themselves in such situations, resolving conflict becomes a critical skill set. This highly interactive workshop uses classroom discussion as the primary means to provide the learning experience and to practice the tools and techniques presented. Participants will explore:

- the meaning of conflict
- the impact of conflict
- an assessment of one’s preferred conflict resolution “style”
- how to recognize and more effectively use one’s conflict resolution “style.”

Effective Interactions

Misunderstandings, conflict, and problems arise in the workplace from poor communication skills than for any other reason. This program teaches employees how to understand the power of each and every communication and why effective interactions matter. Employees explore the basics of communication and the way individuals communicate. The program addresses the importance of active listening in any interaction. The art of assertiveness is learned and practiced, and techniques applied. Ineffective conversations are critiqued and analyzed, and a plan for building strong and effective conversations is developed.

Managing the Performance of Others

Managers cite performance appraisals or annual reviews as one of their most disliked tasks. Performance management eliminates the yearly performance appraisal or annual review as the focus and concentrates on the entire spectrum of performance management. Professional employee development done right includes reviewing employee job description vs. performance, personal development training goals, cross-training, challenging assignments, and regular performance feedback.

Situational Leadership

While managers have searched for a “best” style of leadership, the evidence from research clearly indicates that there is no single all-purpose leadership style. Successful leaders are those who can adapt their behavior to meet the demands of unique situations. Situational Leadership is a method for supervisors to learn to use flexibility in their leadership in order to meet a variety of needs. Through the use of lectures, videotape case studies, instruments and group discussions, participants will identify their own style and learn how to use it more effectively.