



Professional Development Supervisory and Management Certificate

Session Descriptions and Dates:

- I. **Fundamentals of Management & Leadership (6 hours – 9:00 – 3:00) – January 25, 2019**
 - The objective of this module is to provide an overview of the Professional Development Certificate and provide a basic framework for effective management and leadership
 - Understand basic principles of management and leadership.
 - Planning, organizing, leading and controlling
 - Differences between management and leadership
 - Management Skills
 - Technical, Human, Conceptual, and Ethical
 - Transitioning into a new role
 - How to get started in a new role
 - Understanding challenges associated with a new role
 - Interpersonal
 - Informational
 - Decision-making
 - Establishing and maintaining working relationships
 - Determine how your team adds value
- II. **Effective Change Management (3 hours – 9:00 – 12:00) – February 1, 2019**
 - Understand the types of change efforts in your organization
 - What to expect when implementing change
 - How to get value from your change efforts
- III. **Work Motivation, Employee Engagement, Recognition and Retention (3 hours – 9:00 – 12:00) – February 15, 2019**
 - Understanding different approaches to motivating employees
 - Making jobs meaningful
 - Inexpensive ways to reward and recognize employees
- IV. **Staffing your team and organization (3 hours – 9:00 – 12:00) – March 1, 2019**
 - The objective of this module is to increase the efficiency and effectiveness of staffing decisions
 - Identifying and sequencing activities
 - Selection methods and their effectiveness
 - Effective interviewing (Situational and Behavioral)



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- V. Performance Management (3 hours – 9:00 – 12:00) – March 8, 2019**
- Understanding the elements of effective Performance Management
 - Planning, Developing, Measuring and Rewarding
 - Purposeful daily and planned performance management
 - Overcoming barriers to successful performance management
- VI. Employee/Team Training & Development (3 hours – 9:00 – 12:00) – March 29, 2019**
- Understand the different ways to train and develop employees
 - Formal instruction, on-the job learning, and effective coaching
 - Building collaborative and effective teams
- VII. Leading Diverse Teams (3 hours – 9:00 – 12:00) – April 5, 2019**
- Understanding types of diversity
 - Understanding the importance of diversity
 - People management, organizational performance, and strategic advantage
 - Understanding challenges in managing a diverse team
 - Bias, prejudice and stereotypes
 - Managing millennial and volunteer workers
 - Potential Legal Issues
- VIII. Interpersonal Communication Skills for Managers (3 hours – 9:00 – 12:00) – May 3, 2019**
- Understand different communication methods and their effectiveness
 - Understand and practice reflective listening techniques
- IX. Conflict Management (3 hours – 9:00 – 12:00) – May 17, 2019 (followed by lunch and graduation)**
- Identifying causes and consequences conflict
 - Minimizing conflict
 - Understanding conflict management and resolution
 - Managing Task vs. Role conflict
 - Thinking “Win-Win”