



Supervisory and Management Certificate 2021 Sessions and Dates

I. Fundamentals of Management & Leadership (9:00 a.m. – 3:00 p.m.) – January 22, 2021

- 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 (9:00 a.m. - noon) – January 29, 2021

- 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 (9:00 a.m. - noon) – February 5, 2021

- Understanding different approaches to motivating employees
- Making jobs meaningful
- Inexpensive ways to reward and recognize employees

IV. Staffing your team and organization (9:00 a.m. - noon) – February 19, 2021

- 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)



- V. Performance Management (9:00 a.m. - noon) – February 26, 2021**
- 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 (9:00 a.m. - noon) – March 19, 2021**
- 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 (9:00 a.m. - noon) – March 26, 2021**
- 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 (9:00 a.m. - noon) – April 9, 2021**
- Understand different communication methods and their effectiveness
 - Understand and practice reflective listening techniques
- IX. Conflict Management and Completion Celebration (9:00 a.m. - noon) – April 16, 2021**
- Identifying causes and consequences conflict
 - Minimizing conflict
 - Understanding conflict management and resolution
 - Managing Task vs. Role conflict
 - Thinking “Win-Win”