



2022 Supervisory and Management Certificate Program (Including Make-up Dates) 9 a.m. to 4 p.m. Each Day

Day I: Thursday, January 20 – Teresa Harrison, PhD and Mark Teachout, PhD

Fundamentals of Management and Leadership

- 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
 - Determining how your team adds value

Day II: Friday, January 21 – M. Teachout

Leading Change

- Understand the types of change efforts in your organization
- What to expect when implementing change
- How to get value from your change efforts

Work Motivation, Employee Engagement, Recognition and Retention

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

Day III: Friday, January 28 – M. Teachout

Training & Development

- Understand the different ways to train and develop employees
 - Formal instruction, on-the job learning, and effective coaching
- Building collaborative and effective teams



Day III: Continued

Interpersonal Communication Skills for Managers

- Understand different communication methods and their effectiveness
- Understand and practice reflective listening techniques

Day IV: Friday, February 11 – T. Harrison

Staffing your team and organization

- 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)

Performance Management

- Understanding the elements of effective Performance Management
 - Planning, Developing, Measuring and Rewarding
 - Purposeful daily and planned performance management
 - Overcoming barriers to successful performance management

Day V: Friday, February 25 – T. Harrison (includes Certificate Ceremony)

Leading Diverse Teams

- 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

Conflict Management

- Identifying causes and consequences conflict
- Minimizing conflict
- Understanding conflict management and resolution
- Thinking “Win-Win”

Make-up Date: Use in Event of Unexpected Class Cancellation (Such as Inclement Weather)

- Friday, March 18