



Management Skills Certificate

COURSE TIME(S)/ LOCATION(S)

COURSE DESCRIPTION

This program provides four days of in-class training that function as a path to becoming an effective leader. By providing solutions to the challenges that supervisors and managers may encounter, the organization as whole is strengthened, increasing productivity and the bottom line. Additionally, this certificate program is designed to help current supervisors become more-effective leaders and to help support recently promoted employees with transitioning into supervisory roles more successfully. The Management Skills Certificate teaches participants on the essential, but effective, supervisory skills and responsibilities all supervisors and managers must acquire in order to effectively lead the team while driving results for the organization.

Hours: 24

Prerequisite(s): None

LEARNING RESOURCES

4 Modules of material provided by the college in-class.

COURSE OBJECTIVES

Upon completing this course, you will:

1. Improve their leadership style
2. Utilize supervision skills to increase performance and output
3. Effectively communicate with various stakeholders
4. Delegate proactively to boost team productivity
5. Coach for increased engagement and buy-in
6. Learn conflict resolution approaches to manage difficult situations
7. Deliver effective performance feedback to team members
8. Coach team members on developing individual and collective goals

COURSE TOPICS & GRADE ASSESSMENT

Module	Topic
Module 1	Supervisory Skills
Module 2	Productive Communication
Module 3	Managing Conflict
Module 4	Team Development

To earn the credential, learners must complete all of the competency-based learning activities and meet the attendance of 90% of the hours of each of the courses.

INSTRUCTIONAL TECHNIQUES

This course is delivered over 24 hours

STUDENT RESPONSIBILITIES

Assigned by the instructor