

Certificate in Management

Designed for persons who have been placed into positions of leadership, whether or not they have a formal title or training. It presents the “supervisor’s survival skills” framework needed for everyday interactions. This will work well for new supervisors, managers, and leaders or for those seasoned professionals who want to enhance their present skills.

Required Courses

The Challenge of Leadership (2-day course)

Examining today’s leader on both a personal and corporate perspective. Identify your personal strengths, perceptions, and communication style and how differing styles interact.

8:30 a.m. to 4:00 p.m.

Basics of Project Management (2-day course)

Designed for team leaders, supervisors, managers, and management analysts who work on both short-term and long-term projects.

8:30 a.m. to 4:00 p.m.

Systematic Problem Solving (1-day course)

This workshop provides a fundamental overview of problems and processes used to solve them. Various problem-solving tools, including Pareto analysis, cause and effect diagrams and 9 other tools will be presented to give the participant an opportunity to analyze the problem and systematically approach its solution. An actual project problem will be used as well as the participants’ own raw data.

8:30 a.m. to 4:00 p.m.

Elective Courses: Pick Three

Coaching and Conflict Management (1 day course)

This workshop considers coaching as the primary tool of the leader in today’s work environment. A good coach develops staff and is in constant communication with them while providing feedback and support. When conflict does inevitably develop, the coach knows how to manage it to preserve relationships.

8:30 a.m. to 4:00 p.m.

Current Employment Laws and the Manager (1 day course)

Overview of the legal framework in which organizations must operate, and helps participants understand the complexity of the laws, and the supervisor's role in legal compliance.

8:30 a.m. to 4:00 p.m.

Vaccinating for the Attitude Virus (1 day course)

This workshop examines the effect of attitude on work. Today the leader must do more with less, constantly train employees, and seek new ways to make the work environment pleasant. Attitude affects absenteeism, productivity, quality and turnover. Self assessments will be used to determine each participant's attitude and possible hidden agendas.

8:30 a.m. to 4:00 p.m.

Visioning, Planning and Goal Setting (1 day course)

This workshop guides the participants through a process of developing a vision and the need to communicate the vision. Next, planning and goal setting techniques are examined to make the vision a reality. The program teaches SMART goal setting as well as time management concepts with emphasis on setting priorities.

8:30 a.m. to 4:00 p.m.

Change Management Concepts (1 day course)

This workshop is an introduction to change management and gives the participant the needed tools to work through change. Examination of resistance to change and how to lead people through changes will be discussed. This program uses tools designed to help the participants review the change with a greater sense of reality rather than a clouded vision.

8:30 a.m. to 4:00 p.m.