



# Management Essentials

## Overview

This five-module series is designed to help participants develop and sharpen skills that relate to managing in today's workplace environment. Throughout the series, each module will provide specific learning objectives, experiential learning activities and exercises, and real-world examples.

*This class meets weekly for five weeks.*

## Who Should Attend

This program is appropriate for new first-level supervisors, individual contributors, or team leads who are considering the transition into supervision, as well as experienced supervisors who would like to refresh their skills.

Sample job titles include manager, supervisor, coordinator, superintendent, and team lead.

## Program Benefits

Management Essentials will:

- Increase knowledge and advance skills
- Strengthen understanding of core competencies, refresh key ideas and concepts, and increase productivity and effectiveness.
- Help you take a greater leadership role, contributing to and advancing your organization's strategic direction.
- Earn recognition with a certificate of completion from Corporate Learning at Penn State.

## An Applied Learning Experience

### 5 Half-Day Classes

**Start**    **May 23, 2019**

**End**      **June 19, 2019**

**Location: Lewistown CareerLink®**

## Value For You & Your Organization

This course will make you a more valuable management professional with the ability to conceive of and implement effective management essentials to contribute to organizational success.

Understanding the management role can be a driving force behind effective business outcomes across industry sectors and organizations of all sizes.

## Custom Learning Solutions

We can come to you! Collaborate with us on a custom engagement that is focused on your unique goals for professional development. A custom solution is ideal for developing competencies, common perspective, and building efficient processes.

**Call us today! 800-311-6364**

## Program Content - Five half-day sessions (8:30 a.m. - 12:00 p.m.)



### Supervisor Effectiveness - 5/23/19

- Understand the value of high-performance supervision/workplace leader.
- Increase awareness of the human side of managing change.
- Discover the manager's role and tactics for engagement and motivation.



### Effective Communication for Managers - 5/30/19

- Examine the aspects of communication relationships and perceptions.
- Discover greater value in listening and using effective feedback.
- Explore more positive language through constructive communication.



### Conflict Management for Managers - 6/5/19

- Discover models of conflict and approaches for reducing harmful conflict.
- Examine how stereotypes contribute to conflict and poor behavior.
- Consider collaboration skills as a navigational tool and steps for mediation.



### Navigating a Multigenerational Workforce - 6/12/19

- Examine generational definitions and the framework of five generations.
- Discover communication factors relevant for successful navigation.
- Connect with purpose, trust, and explore essentials for vision and strategy.



### Being a Great Mentor or Coach - 6/19/19

- Discover the definition and role of a leader as a coach
- Examine how feedback and behavioral considerations drive outcomes.

## What's Included



The program fee of \$495.00 includes 15 hours of instructor-led training. Participants also receive a certificate upon successful completion of the program. Professional Development Credits (PDCs) for the SHRM-CP or SHRM-SCP are available.

**Our Learning Solutions Associates are ready to assist you with course reservations or additional details. For information on our full portfolio of offerings—including custom learning opportunities—call or visit us on the web.**

800-311-6364 | [psep.smeal.psu.edu](http://psep.smeal.psu.edu)



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