



# MANAGEMENT DEVELOPMENT CERTIFICATE

**EMPLOYEES ARE OFTEN PROMOTED FROM WITHIN THEIR ORGANIZATION WITHOUT THE BENEFIT OF FORMAL DEVELOPMENTAL TRAINING** to bolster their ability to manage work and other people effectively. It's generally impractical or impossible to relieve them of their duties for long periods to pursue the knowledge, skills, and techniques required in their new role. That's why the Management Development program is offered through convenient, high-intensity workshops designed to quickly and efficiently develop the management skills of supervisors, managers, and high-potential employees – without compromising the organization's productivity.

## MANAGEMENT DEVELOPMENT PROGRAM

- ✓ gain the skills and confidence to transition from worker to supervisor/manager
- ✓ effectively manage work and people
- ✓ learn to strategically plan for and achieve results
- ✓ align individual performance and company goal
- ✓ effectively coach employee performance to achieve organizational goals and objectives
- ✓ enhance self-awareness in order to effectively communicate with all personality types
- ✓ resolve conflicts in order to focus on results and promote teamwork
- ✓ broaden management style to successfully address each team member's needs
- ✓ program is applicable to a wide range of industry settings

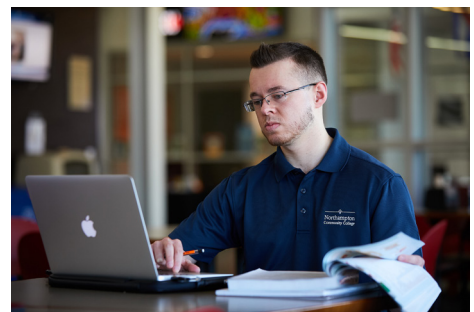
This advanced training consists of six eight-hour workshops taught by industry-experienced instructors. Training is scheduled over a six-month period to allow candidates time between sessions to apply learned skills before attending the next workshop, where questions and outcomes can be discussed.

## WORKSHOPS

- Basic Management Skills
- Coaching for Improved Performance
- Conflict Resolution Strategies
- Effective Interactions
- Managing the Performance of Others
- Responsive Leadership

“Each workshop in its own way has enabled me to improve my job skills and performance. These classes are a great benefit. *Thank you!*”

“Interacting with the others during these classes and being around different personalities in a learning environment was very eye opening to me. These sessions have helped me become a better leader.”



**CENTER FOR BUSINESS & INDUSTRY**  
Leadership Learning and Development

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## Workshop Descriptions

### Basic Management Skills

Your company is counting on you to help the business thrive and grow. To do this, you must master certain basic management skills, including planning, organizing human capital and work, meeting management deadlines, delegating, communicating effectively, and aligning your departmental and company goals. This program provides an overview of the fundamentals and will bolster your ability to lead employees and manage work.

### Coaching for Improved Performance

Employees enter the workplace with diverse skill sets and levels of engagement and interest concerning work. Factor in the “do more with less” pressure supervisors and managers face daily, and the question becomes how do you motivate employees and encourage excellence in an increasingly difficulty environment? Coaching is the answer. In this interactive workshop, learn how to help employees rise to the higher level of performance that a rapidly changing environment demands while creating successors in key positions so the organization is constantly preparing the next generation of leaders.

### Conflict Resolution Strategies

While workplace conflicts are often inevitable, this one-day, interactive workshop provides tools to identify needs in conflict situations, manage stress, and promote conflict resolution. The program focuses on how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Explore your own preferred styles, practice how to use skills, and apply a conflict resolution model for your workplace.

### Effective Interactions

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop focuses on two core skills: listening and assertive communication. You will self-assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

### Managing the Performance of Others

Performance appraisals and annual reviews are among the most dreaded management tasks. In this session, learn how to shift the focus from yearly performance appraisals and annual reviews to the broad spectrum of performance management. Among the topics explored: professional employee development, personal development training goals, cross-training, challenging assignments, and regular performance feedback.

### Responsive Leadership

While managers routinely search for the “best” style of leadership, research clearly indicates that no single, all-purpose leadership style exists. Instead, successful leaders learn to adapt their behavior to respond to the dynamics and demands of each unique situation and use a diagnostic approach that encourage creative thought and flexibility to optimize outcomes. Case studies, instruments, and group discussions

### Fee Per Workshop:

\$279

### Registration:

For your convenience, each workshop is listed separately in our registration database. Simply schedule as time permits and in the order you desire. After completing the six workshops, you will automatically receive your Management Development program certificate.

### How to Enroll:

- » Visit [northampton.edu/noncredit](http://northampton.edu/noncredit)
- » Select Center for Business & Industry
- » Select Leadership, Management, Quality & Professional Development.
- » Register for each workshop, as desired.

### Purchasing Seats for Others?

If using a credit card, go to [northampton.edu/noncredit](http://northampton.edu/noncredit), find desired workshop, and choose *Register Others*. Purchasers will add contacts to their account to register others for workshops.

### Prefer to Be Invoiced?

To register as an affiliate organization and receive an invoice for payment, simply go to [northampton.edu/noncredit](http://northampton.edu/noncredit) and choose Affiliates on the blue tool bar.