

# Management Essentials Training

This two day program builds the skills of participants who have transitioned to Management.

Group classes in NYC and onsite training is available for this course.  
For more information, email [nyc@careercenters.com](mailto:nyc@careercenters.com) or visit:  
<https://www.careercenters.com/courses/management-essentials-training>



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## Course Outline

### Module 1 – Management Essentials

**Purpose: Introduce and define the role of a Manager and how to lead by example.**

- The differences between a manager and a leader.
- Understand how emotional intelligence impacts performance and learn how managing human emotions can improve the work environment.

### Module 2 – Communication Skills

**Purpose: Improve communication skills.**

- Understand the communication process and barriers.
- Hone listening skills.
- Be able to recognize the 4 communication styles (D Merrill model) and how to tailor one's individual style to enhance communication.

### Module 3 – Personal Effectiveness

**Purpose: Improve Personal Effectiveness and Time management skills to be a role model for team.**

- Establish goals that are clear, measureable and attainable. Use effective planning methods for short and long-term needs.
- Implement the Priority Matrix into your daily work habits to assess what tasks are most urgent and what can wait or be delegated to employees.
- Strengthen trust in employees and increase their confidence through delegation of new responsibilities.

### Module 4 – Employee Development

**Purpose: To be able to give feedback to employees and coach them on an ongoing basis.**

- Provide specific feedback to employees in a timely and constructive manner to clearly define what behavior needs to improve and how.
- Help employees evolve from where they currently are to where they want to be through coaching.

### Module 5 – Communicate & Manage Change

**Purpose: Understand how to communicate and manage change and how to motivate teams.**

- Manage change effectively by increasing communication, managing emotions and guiding employees through the process. (Kubler Ross Model)
- Recognize team stages and reactions (Tuckman Model) to appropriately build and support a high functioning team
- Learn to motivate employees by inspiring and challenging them to grow, both professionally and personally, as they help the team exceed goals.

## **Module 6 - Conflict Management**

**Purpose: Explore the options available to manage conflict.**

- Complete an assessment to determine the primary style used to manage conflict.
- Gain an understanding of the 5 approaches to managing conflict and the pros and cons of each.

## **Module 7 - Conducting Effective Meetings**

**Purpose: Be able to conduct effective meetings.**

- Learn how to compose pointed agendas, facilitate meetings and stay on track.
- Handle interruptions and other issues that arise.

## **Module 8 - Managerial Styles**

**Purpose: Understand when and how to use managerial styles.**

Gain knowledge of styles of managing teams including; coercive, authoritative, affiliative, democratic, pacesetting and coaching and when to use each style.