

# Management Essentials Training

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

**Group classes in NYC and on-site training is available for this course.**

For more information, email [nyc@careercenters.com](mailto:nyc@careercenters.com) or visit:  
[careercenters.com/courses/management-essentials-training](https://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.