NEW MANAGERS CERTIFICATE

DESCRIPTION OF CERTIFICATE

The New Managers Certificate is designed for those who are new to the manager/supervisor's role or aspire to be a manager/supervisor.

Each interactive workshop will allow the participants to network with others in similar roles, discuss current challenges and ideas, learn from both the facilitators and peers, focus on learning, develop confidence, and gather tools and techniques that can easily be applied to the workplace.

COURSE STRUCTURE

The delivery method for this Certificate program is normally in-person gatherings with facilitators giving short lectures and participants doing group work, self-reflection, and short assignments. However, it can be adapted to be done virtually with a similar delivery method. Below is the description of the eight courses within the Certificate:

THE LEADER IN YOU (6 HOURS)

This course is designed to help new and aspiring managers develop the essential leadership and communication skills needed for success.

Transitioning from an individual contributor to a managerial role requires a shift in mindset, skills, and responsibilities. This course equips participants with practical strategies to build trust, establish presence, and create a performance-driven culture.

Participants will explore different leadership styles, learn how to motivate teams, and develop effective coaching and supervision techniques. Additionally, the course emphasizes the power of communication in leadership, providing tools to clarify expectations, coordinate work, and foster team collaboration for better decision-making and productivity.

<u>CULTURAL AWARENESS IN THE WORKPLACE</u> (6 HOURS)

The purpose of this course is to enhance cultural awareness and cultural competence through scientific and experiential methods by covering valuable information, engaging in individual and group exercises, and providing tools and techniques.

The course will further enhance the skills, knowledge, and awareness of participants in their interactions with others, assisting them to recognize what they can do to become more effective in working and living in a culturally diverse environment. It is important that—for businesses and organizations to thrive—they be aware and sensitive to all

the members of the community.

The Society for Human Resource Management (SHRM) reports that culture impacts productivity, explaining "employees from different backgrounds are motivated by different incentives and react differently to various management and communication styles."

EFFECTIVE TEAMS (6 HOURS)

In this course, participants will learn how dynamic productive teams can bring together knowledge, skills, experience, and perspectives of a wide range of people to solve multifaceted problems, make good decisions, and deliver effective solutions.

- Definition of team and teamwork
- Team roles and responsibilities
- Behaviours and strategies for establishing and maintaining teamwork
- The role of the leader or manager
- Team dynamics and stages and development
- Goal setting and accountability
- Using tools to solve problems
- Learning to work together
- Team management tools and techniques
- Managing virtual teams

BE AN ALLY! (6 HOURS)

This course is designed to help organizations foster a more inclusive, respectful, and equitable work environment. This course explores key concepts of equity, diversity, and inclusion (EDI), providing participants with practical strategies to recognize biases, address systemic barriers, and create a culture of belonging. Through interactive discussions and real-world scenarios, participants will learn how to be effective allies, promote inclusive leadership, and implement EDI best practices within their teams. By the end of the course, attendees will be equipped with the knowledge and tools to build a workplace that values and supports diversity.

MANAGING CONFLICT IN THE WORKPLACE (6 HOURS)

For a new or aspiring manager, resolving conflict in their work team can be one of their most daunting tasks. How can they recognize when conflict is happening, how do they prevent it, and what is the manager's role? This course provides tools and strategies for managing workplace conflict. Through lectures and exercises, participants will:

- Explore self-awareness
- Examine various conflict resolution styles
- Examine the basis of interest-based conflict resolution
- Work on active listening skills and on sharing perspectives
- Learn to frame conflict around needs and interests
- Learn to use collaborative strategies

PERFORMANCE MANAGEMENT (6 HOURS)

Leaders who understand how to create high-performance work environments grounded in clear communication, giving, and receiving "smart" feedback and building team trust are successfully able to navigate, develop, and guide employees and teams to organizational success. As far as performance management strategies go, process-focused strategies fail while people-centric strategies succeed. This course focuses on educating participants on the philosophy of performance management and what motivates employees to perform.

Learning Objectives:

- Understand key concepts associated with performance management
- Develop strategies that work corresponding to each step of the performance management cycle
- Practice giving and receiving "smart" feedback

CHANGE MANAGEMENT (6 HOURS)

Constant change is the new normal; change initiatives fail at an alarming rate because organizations "fail to put people first" and focus on the "the things that matter most." Managers and change agents need powerful strategies and meaningful actions to successfully execute organizational transformation. This course focuses on guiding, equipping, and supporting individuals and teams as they transition from their current states to their future states. Participants will be better equipped to manage the predictable dynamics of change and able to direct their energies on building top-performing work groups during challenging times.

STRATEGIC THINKING (6 HOURS)

Strategic thinking goes well beyond thinking about the present—it is imagining what the future could be. Strategic thinking is the ability to think on a big and small scale, long and short term, and into the past and the present. Participants in this course will learn about the various thinking styles and understand better how the players think on their team, allowing them to see the big picture more clearly. Applying strategic thinking comes down to building human connections and really listening and hearing what others have to say. Continually being aware of the changes in the external environment and how they can potentially affect the direction of a business or organization is a skill. Thinking of all internal and external areas of a business or organization along with the impact that decisions will have on these areas is strategy.