



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 course 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)

To cultivate the potential of new managers, focus needs to be placed on developing both managerial and leadership skills. Moving from an employee to a manager is not just a promotion; it requires a whole new set of skills, perspectives, and accountabilities. This workshop will help participants transition from individual contributor to manager.

In this session, participants will explore and take away tools and strategies to:

- » create a performance culture
- » establish presence, build trust and respect
- » appreciate different leadership styles
- » motivate teams
- » effectively coach and supervise employees

CULTURAL AWARENESS IN THE WORKPLACE (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

COMMUNICATING AS A LEADER (6 HOURS)

In this course, participants will learn how effective communication practices and tools can be the vehicle through which leaders in the workplace and their employees can clarify expectations and coordinate work. Teams can work interdependently through communication, and communications will be important for their learning and decision making.

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*.