

CONTINUING EDUCATION

COURSE OUTLINE – Essential Skills for Managers

INSTRUCTOR: Varies

PHONE: 780-539-2975

OFFICE: M105

E-MAIL: ce@gprc.ab.ca

PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS: Course materials are supplied.

CALENDAR DESCRIPTION:

Managers in an organization are at the forefront of ensuring that the business achieves its desired results. Any given organization might have three to 300 staff working across several departments with one or more managers responsible for the overall company results. Successful managers have the knowledge and skills that cover all aspects of a business. They include business goals, priorities, personnel management, planning, performance management, budgeting and essentially any aspect of the work place required to get results through others.

An elective course in the Management Essentials Certificate Program, this course gives the participant an understanding of the elements of successful managing and insight into their methods of managing. It provides classroom experience using a variety of tools for managing a department.

CONTACT HOURS: 12 hours

DELIVERY MODE(S): Face to Face, Video Conference

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. Upon completion of six elective courses, you will receive the Management Essentials Certificate for the program.

EVALUATIONS: Successful completion of a written Evaluation of Learning.

STUDENT RESPONSIBILITIES: Attendance and classroom participation.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

**Note: all Academic and Administrative policies are available at <https://www.gprc.ab.ca/about/administration/policies/>

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

COURSE CONTENT

Module 1: Getting Started

- Workshop Objectives

Module 2: Understanding the Manager Role

- Becoming “the” Manager
- Manager’s Role in Company and Employee Success
- Manager’s Role in Communication
- Manager’s Role in High Performance Teams
- Managers Need to Understand Business
- Managers Need to Understand the Work

Module 3: Motivating Individuals

- “Motivation” vs “Motive”
- Motivation Based on Needs

- Maslow’s Hierarchy of Needs
- Goals and Expectations
- Set Goals Together With Your Employees
- The SMART Way
- Delegation
- Communication
- Results and Performance

Module 4: Creating Effective Work Groups

- Work Team Selection
- Maintaining Focus
- Measuring Results and Performance

Module 5: Managers Need to Know

- Knowledge Beyond Technology
 - Customer Requirements
 - Budgets

- Work Methods and Procedures
- Change Management
- People Management and Development

Module 6: Manager Attributes

Module 7: What is Your Management or Leadership Style

- Management Styles
 - Five Different Management Styles
 - Three Major Leadership Styles
- Situational Leadership

Module 8: Planning to be a Manager

Module 9: Case Study #1

Module 10: Cast Study #2