



Build collaboration. Promote trust. Empower your team.

Certificate of Management

An employee's relationship with his/her manager is the single most important factor in employee engagement.

The Certificate of Management focuses on the management and leadership skills necessary to increase the productivity and performance of your team. Find the right mix of guidance, leadership, motivation, and communication to acquire peak results.

The program begins with a DISC assessment to build awareness and increase effectiveness with team members, peers, and up-line managers. DISC-style is weaved into each of the sessions to empower managers to understand their natural tendencies and how to improve.

This program consists of 6 sessions; with classes held every other week.

Both in-person and live-virtual options available.

After completing this program, participants will be able to:

- Build an understanding of different management styles to be successful in a leadership role
- Identify communication barriers and listen actively
- Use assertive persuasion and negotiation techniques in your communication process
- Select strategies to improve team motivation
- Utilize feedback as a tool for understanding and leveraging employee motivation
- Identify, prevent, and resolve issues using proven problem-solving and decision-making techniques
- Manage conflict to enhance productivity
- Improve group dynamics to move a team from involvement to empowerment

To learn more, visit or call:

davenport.edu/ipex/management | (616) 233-2589

Certificate of Management Topics

1: Defining the Leader in You (+ DISC)

We all possess different strengths and attributes which make us unique. It is important to recognize those differences – in ourselves – so that we can shift gears and tap into the different strengths as we move from managing a team to creating a vision for our areas of focus.

2: Communicating Without Confusion

Good managers are also good communicators. It's impossible to turn strategy into action unless you can connect with your team. High-performance managers keep people informed, up-to-date and on track. Learn to use active listening, persuasion, and negotiation to improve communication.

3: Impacting Motivation

Improve team performance and confidence by understanding employees' motivation to perform. Learn about the difference between extrinsic motivation, the kind that comes from outside sources, and intrinsic motivation, the kind that comes from within yourself, to create a more motivated team.

4: Problem Solving for Business

It is common to get caught up in a situation where we don't see a possible or clear solution. Problem solving involves understanding what the underlying issues of the problem really are - not the symptoms. Learn to identify, prevent, and resolve issues to achieve effective results.

5: Embracing Conflict

Conflicts can tear teams apart and managers need to work to help resolve differences quickly and promote cooperation. Learn to identify types of conflict, effectively communicate, and identify a resolution to increase trust and credibility.

6: Creating High Impact Teams

Leaders in high-performance teams know how to create energy and enthusiasm. Team members feel inspired, that they are on a mission and what they are doing is important. Learn to recognize and utilize key elements that move teams from involvement to empowerment.

Who Should Attend

- Experienced managers looking to refresh skills
- New managers
- High-potential employees aspiring to management

Cost

\$1,995



Davenport University's Institute for Professional Excellence is authorized by IACET to issue 4.5 CEUs for this program.