

Learning is the single best investment of our time.

eLearning Management Toolkit

The eLearning Management Toolkit provides a self-paced online learning experience, allowing learners to engage in the courses when it's convenient in their schedule.

Davenport University's Institute for Professional Excellence (IPEX) is dedicated to advancing your workforce anytime, anywhere. Our eLearning Management Toolkit provides managers with easy access to online learning that will refresh skills and maximize effectiveness. The Toolkit consists of eleven (11) courses with over 10 hours of instruction. Learners will be immersed in scenarios, theories, models, and practices that are relevant and immediately applicable.

Courses Include:

Leadership Theory & Practice
Increasing Team Performance
Managing Change
Motivating Your Workforce
Time Management
Business Ethics
Conflict Resolution
Problem Solving & Decision Making
The Art of Delegation
Communication
Creativity and Innovation

After completing all eleven courses, participants will be able to:

- Build a stronger foundation of leadership skills.
- Make more informed business decisions.
- Optimize team performance.
- Bring out the best in their team.
- Aid in the acceptance and implementation of change.
- Create a motivational climate.
- Utilize the Urgent/Important Matrix.
- Avoid ethical dilemmas.
- Understand and apply conflict resolution techniques.
- Apply problem solving steps for decision making.
- Delegate more.
- Communicate effectively using active listening.
- Identify and implement new opportunities.

To learn more, visit or call:

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

The Management Toolkit is easy to navigate. The eleven (11) courses are available for 12-months with unlimited 24/7 online access.

Leadership Theory & Practice (45 minutes)

- Leadership Responsibility
- What Makes a Good Leader?
- The Commitment Curve
- The Five Practices
- Dealing with Others

Increasing Team Performance (33 minutes)

- Inventory of a Great Team
- Team Development
- Performance Over Time
- Team Empowerment
- Healthy Teams

Managing Change (40 minutes)

- Change Happens
- Observing Change
- Understanding Change
- Change Roll-out
- Analyze Change Environment

Motivating Your Workforce (30 minutes)

- Brako Case Study
- Identifying Motivators
- Setting SMART Goals
- Motivational Theories
- Case Study -Three Shifts

Time Management (38 minutes)

- Focus on Results
- Changing Our Perspective
- Urgent/Important Matrix
- Setting SMART Goals
- Being BOLD

Business Ethics (85 minutes)

- Ethics Overview
- Introduction to Philosophy
- Avoiding Ethical Dilemmas
- Conflicts of Interest
- Whistleblowing

Conflict Resolution (60 minutes)

- Understanding Conflict
- Conflict Models
- Conflict Resolution Strategy
- Creating Mutual Understanding
- Producing a Win/Win Solution

Problem Solving & Decision Making (60 minutes)

- Making Decisions
- The Problem Solving Model
- Good Group Decisions
- Planning and Organizing
- Adapt, Close and Celebrate

The Art of Delegation (60 minutes)

- Why Learn to Delegate?
- What is Delegation?
- Picking the Right Person
- Situational Leadership
- What Makes a Good Leader?

Communication Skills (50 minutes)

- Communication Styles
- Communication Issues
- Misunderstandings
- Barriers to Communication
- Communication Techniques
- Giving Feedback

Creativity & Innovation (140 minutes)

- What is it?
- The Right Environment
- Creativity in Business
- 7 Steps of Innovation
- Problem-Solving Process
- Creative Techniques