



Continuing Education

Start Here

Go Anywhere

Lead to Succeed – Management Development Certificate Program.

About the instructor: A national presenter, Christina Christenson Brush earned her doctorate in Industrial Relations/Human Resource Management and International Business at Georgia State University. Tina has over 20 years of consulting and training experience in employee and labor relations and has worked with organizations of all sizes in the profit, non-profit and public sectors in the Midwest and Southeast. Tina has worked with organizations to develop comprehensive management development programs, organizational climate assessments, and as a facilitator for organizational change programs

Module One: Understanding People – Harness the Possibilities of Differences!

People are different and your success as a manager is increased when you develop the ability to understand how the people you work with see the world. This module focuses on enhancing your self-awareness and emotional intelligence so you will get a better “read” on the people you work with as well as develop a greater understanding of your preferred interpersonal style and the impact you have on others.

Module Two: Communicating for Results

Organizations are social organizations. They rely on effective communication to achieve their goals and to build and maintain productive relationships at work to reach organizational goals. You rely on effective communication to achieve career success. There are many barriers to communication and these roadblocks are compounded by the increasing diversity of people at work. This module focuses on the interpersonal skills required for effective communication and understanding the impact of your communication style on others so you will become a more effective communicator.

Module Three: Motivation and Leadership

Most work behavior is understandable if managers have a framework to understand what drives behavior. Managers are critical to how employees feel about their work and their work behavior. This module looks at how you can engage your staff to deliver superior performance under challenging circumstances through exhibiting effective leadership and the creation of a motivating work environment.

Module Four: Time Management

Do you feel stretched to the limit? Do you feel you spend your days spinning your wheels and not accomplishing your goals? Do you understand how your personality affects the way you approach and manage your work? This module will help you develop habits that will enable you to get more of the right things done at work.

Module Five: Building High Performance Work Groups

Talent management is essential to developing a sustainable competitive advantage. Great managers ensure they have the talent on board and ready to perform when needed. In this module you will learn how to identify your talent needs and how to get useful information from employment interviews. You will develop interviewing skills that will help you make better hiring decisions. This module also focuses on successful development of current employees as well as integrating new employees to the work unit effectively and efficiently.

Module Six: Managing for Superior Performance

Great managers realize that through the proper management of their people, they can create a sustainable competitive advantage. Superior performance occurs when employees become owners of their success and the success of the organization. This module focuses on skills and techniques you can use to ensure your diverse workforce is ready to meet the ever-increasing performance expectations.

Module Seven: Developing and Maintaining High Performance Teams

Collaboration and team performance are the hallmarks of successful managers and organizations. Managers must develop a culture enabling their teams to thrive on success. High performance teams don't just happen. Great effort must be devoted to building, developing and maintaining high performing teams. This module focuses on techniques for developing, engaging, enabling and energizing teams.

Module Eight: Enabling Innovation and Change

Change has become the norm for all organizations and the need for innovation has never been greater. Unfortunately, organizations and their members tend to find change to be disruptive and often resist change initiatives. This module focuses on creating a work climate that supports innovation and techniques designed to ensure change is embraced and effectively implemented.

Module Nine: Conflict Management

Conflict can create serious damage for employee performance and morale if it is not handled constructively. Conflict is inherent in all social relationships so the key is not to eliminate conflict; the key is to grow from conflict. This module focuses on techniques for diagnosing workplace conflicts, determining the root causes, and implementing the best approach to resolving conflicts.

Module Ten: Think Like a Manager: Effective Problem Solving and Decision Making

Great managers are superior problem solvers – they ensure the decisions that need to be made are made and that the problems are solved. This module focuses on the value of proactive managers who have the ability to establish performance priorities, establish goals, develop results-focused plans, and ensure buy-in.

Participants will receive a Class I, Georgia Highlands College Continuing College Certificate for the Lead to Succeed Program upon completion of the following ten modules. These modules can be targeted to specific organizations or industries and delivered on-site.

For further information on any class or to register, please call George White

678-872-8240 or E-mail gwhite@highlands.edu

Georgia Highlands College

The University System of Georgia

Rome, Cartersville, Dallas, Marietta and Douglasville, Georgia

AA/EE/EEO Institution

ADA

Additional Seminars

In addition to the seminars included in the Lead to Succeed Certificate program, these seminars are offered in one or two-day formats. They can be tailored to meet the specific needs of organizations or industries and delivered on-site. In addition, organizations can create a package of workshops targeted to their needs from the programs included below and in the certificate program. Contact George White for further information.

Making the Transition to Management

If you are a new or aspiring manager, you will find your job responsibilities have changed drastically. Your goal is to make sure the work gets done and your team functions effectively. Your employees look to you now for guidance and

some of them may be former peers. This seminar addresses your new role and focuses on techniques you can use to make your transition to management smoother and more effective.

Emotional Intelligence – Improving Your Ability to Work With People

Emotional intelligence is a powerful tool that will enhance your ability to work with people as managers, leaders and team members. And, emotional intelligence can be improved! This workshop focuses on understanding the critical role emotional intelligence plays in your effectiveness and provides techniques for assessing and improving your emotional awareness at work.

Customer Service

Delivering superior customer service is what will keep your customers or clients coming back and help you develop a sustainable competitive advantage. This workshop focuses on how you can create a stronger service culture that builds loyal relationships with your customers or clients.

Finance for Non-Financial Managers

Prepare yourself to make more informed business decisions by understanding the language of business. You will learn the principles of basic finance and budgeting that you will be able to use on your job.

Employee Engagement

Engaged employees feel valued and respected. Organizations and units that have high levels of engagement outperform organizations and units with low levels of engagement on a variety of outcome measures. Learn how to create an engaging work climate and culture so your work group and organization can benefit from higher profitability and productivity, lower turnover and absenteeism, greater efficiency and greater levels of employee morale and satisfaction.

Managing People in a Non-Profit Organization

Leadership and management skills are required for successful non-profit organizations too. This workshop focuses on the unique challenges faced by non-profits as well as the importance of building and maintaining a committed corps of volunteers.

Personal Leadership Skills

Learn the skills and competencies associated with successful leaders. Before you can effectively lead others, you must be able to successfully lead yourself. Focusing on the skills and competencies great leaders possess will make you more effective in leadership roles.

Coaching and Counseling for Improved Performance

Managers who understand what drives employee performance know how to play to employee strengths and are better able to link employees to tasks and projects that will help the organization achieve its goals. This workshop focuses on developing coaching and counseling skills to ensure employees are challenged and energized to perform in alignment with organizational goals.

Delivering Feedback for Results

Managers often fail to recognize the importance of making employees feel valued and recognized. Purposeful feedback is a tool all managers can benefit from. This seminar focuses on using feedback as a reward as well as delivering feedback with the goal of improving work performance or changing work behavior.

Team Building

Managers depend on teams for performance and are members of teams yet they are often unsure of how to perform their roles. This seminar focuses on tools and techniques that facilitate high performing teams – teams that are engaged, energized and enabled.