

## New Manager/Supervisor Certificate

Specifically designed for new or prospective managers and frontline supervisors, the New Manager/Supervisor Certificate offers training in four cornerstones of management: **performance management, employee development, employee engagement and employee productivity**. Through the program, learn to become accountable for both people and processes; develop and coach employees to improve their productivity, performance and engagement; delegate work effectively; and apply problem-solving and critical thinking within your management role.

This certificate offers **four days** of training and includes takeaway activities to apply in your current work environment. Create action plans to implement on the job and receive templates/forms and other resources to assist with various managerial duties. Work with our expert instructor to strengthen and master your role as a manager/supervisor.

The New Manager/Supervisor Certificate program provides training and practice in the skills and techniques you will use to:

- Plan how to transition into a new manager/supervisor role
- Set clear expectations to effectively manage employee performance
- Demonstrate the ability to communicate effectively in a variety of situations
- Demonstrate how to support employees with effective performance feedback and coaching
- Continuously develop employees to improve their productivity and engagement
- Identify how to adapt your management style to changing employees and business conditions
- Classify how to delegate responsibility to grow employee capability and autonomy
- Demonstrate how to manage time and work to balance employee growth with business needs
- Practice and model efficient problem-solving and critical thinking
- Summarize how to sustain healthy trust-based relationships with employees and management

## Course Outline

- I. All About You as a Leader**
- II. Communicating with Your Team**
- III. Team Dynamics**
- IV. Our Challenges as Leaders**

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### **I. All About You as a Leader**

Time: : <52am-4pm

Location: UWM School of Continuing Education

CEUs: 0.7

Learning Outcomes:

- Leadership styles
- Expectations of Your Role
- Universal Leadership Competencies
- Understanding Behavioral Styles: Yourself & Others
- Establishing your Identity as a Leader

## **II. Communicating with Your Team**

Time: 8:30am-12pm

Location: Online via Zoom

CEUs: 0.4

Learning Outcomes:

- Effective Communication – a cornerstone competency
- Setting Clear Expectations
- Managing Performance
- Providing Feedback

## **III. Team Dynamics**

Time: 8:30am-12pm

Location: Online via Zoom

CEUs: 0.4

Learning Outcomes:

- Stages of Team Growth
- Understanding Engagement
- Managing workforce diversity
- Hiring for your team
- Using Situational Leadership and Behavioral Styles
- Developing your team members



#### **IV. Our Challenges as Leaders**

Time: 8:30am-4pm

Location: UWM School of Continuing Education

CEUs: 0.6

Learning Outcomes:

- Diagnosing & addressing performance concerns
- Training from the Manager's seat
- Managing Conflict
- Collaborative Problem Solving
- Time Management, Meetings & Presentations
- Leadership Pitfalls to Avoid
- Action Planning