

Master's Certificate of Professional Development in Supervisory and Management Development (SMD)

Description:

The Master's Certificate of Professional Development in Supervisory and Management Development provides an in-depth understanding of the roles of both the supervisor and manager in the workplace whatever the business level; a personal inventory of the manager will be explored with applicable organizational behavior and how to effectively communicate, coach, work with, and motivate employees leading to better overall performance and efficiency; an extensive review of effective interpersonal communication skills will be explored, as well as workplace investigation, conflict resolution, and mediation practices. This is an excellent program for any individual who is looking to become, just recently promoted, or is currently a manager or supervisor.

Program Learning Outcomes

Upon successful completion of this program, the individual will be able to:

- Understand the fundamental roles of a supervisor, leader and manager;
- Learn the coaching and counseling process for a manager;
- Identify behavioral relationships between the manager and subordinates;
- Learn how to effectively and interpersonally communicate in the workplace;
- Understand the significance of motivation;
- Learn how to apply conflict resolution and mediate effectively; and
- Understand the leader's role in the group process.

Requirements

(11 courses; 42 hours)

- | | |
|--|--|
| 1. * Implementing Effective Supervisory Skills (4 Hours) | 6. Interpersonal Communication & Skills Development (Part 2)
(4 Hours) - Pre-Requisite: Interpersonal Communication & Skills Development (Part 1) |
| 2. Becoming a Servant-Leader in the Modern Workplace (4 Hours) | 7. Conducting Workplace Investigations (4 Hours) |
| 3. Coaching, Counseling and Self-Development (4 Hours) | 8. Conflict Resolution and Mediation (4 Hours) |
| 4. Your Attitude is Showing! (4 Hours) | 9. Management and Leadership Effectiveness (3 Hours) |
| 5. Interpersonal Communication & Skills Development (Part 1) (4 Hours) | 10. Time Management: Key to Self Management (3 Hours) – Course Workbook Required |
| | 11. Your Organization's Behavior (OB) and Motivation (4 Hours) |

** It is highly recommended (though not required) that the "Implementing Effective Supervisory Skills" course be taken prior to any other SMD courses for a more enriching educational experience.*

Program Information & Enrollment

- Call the Human Resources Consortium at (559) 227-6115
- Go online at www.hrconsortium.net/cu
- Email us at cu@hrconsortium.net

Apply Online at www.hrconsortium.net/cu or call us at (559) 227-6115 to receive more information

©2011 Human Resources Consortium, Inc. All Rights Reserved.

Disclaimer: The HRC Corporate University is an extended education program offered under the Human Resources Consortium, Inc. and is not to be construed as an educational institution or accredited post-secondary institution of instruction. All courses offered are designed for professional development and personal enrichment purposes only. No college or university credits or hours are offered. Courses are not credited toward any college or university course of study, degree or certificate program.