Leadership and Management Professional Certificate

Clients are demanding personal service and our "Leadership and Management Professional Certificate" will teach your employees how to Enhance the critical conversation skills of personal bankers-Presence, Relating, Listening, Questioning, Positioning and Checking.

Original Price: USD 999

Course Details

- **Management and Team Building**
  Duration: N/A   Code: N/A

  The Business Management Series includes programs: Management and Team Building. Each program includes multiple courses for your student(s) to complete to enhance their
  knowledge and skills in the given area. These self-paced online programs allow your students unlimited access to all courses within their program.

- **Conflict Management**
  Duration: 45 Min   Code: 50035

  Conflict is an inevitable part of any organization. Traditionally, managers view conflict negatively, but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the workplace. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization. This course will take approximately 45 minutes to complete.

- **Delegation**
  Duration: 45 Min   Code: 50036

  Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the

benefit of your organization. This course will take approximately 45 minutes to complete

- **Meeting Effectiveness**
  Duration: 45 Min   **Code: 50037**

  Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming. This course will take approximately 45 minutes to complete.

- **Strategies for Meeting Goals**
  Duration: 30 Min   **Code: 50038**

  Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long-term goals.

- **Quality Management Refresher**
  Duration: 60 Min   **Code: 50039**

  All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management. This course will take approximately 60 minutes to complete.

- **Developing A Strong Leadership Team**
  Duration: 60 Min   **Code: 50040**

  This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned. This course will take approximately 60 minutes to complete.

- **Sales: Team Effectiveness**
  Duration: 60 Min   **Code: 50041**

Leadership is the most important element of a sales force's success, and it has some unique challenges. In this course, a sales force leader will learn how to get a sales team organized, motivated, and focused on results. There are suggestions and tools for creating a cohesive team, developing a high level of commitment to goals, and coaching sales professionals for improved performance. This course will take approximately 60 minutes to complete.

- **<u>Acting Effectively on a Team</u>**
  Duration: 60 Min   **Code: 50042**

  Working in a team is an art. Each member of the team must strike a fine balance between team involvement and individual responsibility. This course will teach you how to contribute more effectively to your team and help your teammates do the same. And it will expand your understanding of the challenges teams face and what you can do to meet them. This course will take approximately 60 minutes to complete.

- **<u>Communicating as a Team</u>**
  Duration: 45 Min   **Code: 50043**

  Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques. This course will take approximately 45 minutes to complete.

- **<u>Running Effective Meetings</u>**
  Duration: 60 Min   **Code: 50044**

  Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive. This course will take approximately 60 minutes to complete.

- **<u>Running Effective Teams</u>**
  Duration: 60 Min   **Code: 50045**

  Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies. This course will take approximately 60 minutes to complete

- **<u>Team Problem Solving</u>**

Duration: 60 Min   **Code: 50046**

Problem solving as a team can lead to exceptional results – or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there. This course will take approximately 60 minutes to complete.

- **Problem Solving in the Workplace**
  Duration: 45 Min   **Code: 50047**

This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems. This course will take approximately 45 minutes to complete.

- **Problem Solving: The 5 Steps**
  Duration: 45 Min   **Code: 50048**

This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up. This course will take approximately 45 minutes to complete.

- **Developing Diverse Teams**
  Duration: 60 Min   **Code: 50052**

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose. This course will take approximately 60 minutes to complete.

- **Using Leadership Basics**
  Duration: 60 Min   **Code: 50055**

Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this course teach you how

to foster innovation, provide appropriate direction, and develop and maintain positive relationships. This course will take approximately 60 minutes to complete.

- **Delivering Effective Feedback**
  Duration: 60 Min   **Code: 50056**

  Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale. This course will take approximately 60 minutes to complete.

- **Being A Successful Supervisor**
  Duration: 60 Min   **Code: 50057**

  A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow. This course will take approximately 60 minutes to complete.
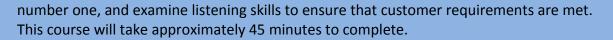
- **Valuing Diversity**
  Duration: 60 Min   **Code: 50058**

  This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor learn to recognize the positive contributions all employees make in achieving the goals of the organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. The course also provides guidance on developing important organizational processes that support diversity, and methods for soliciting participation from non-traditional contributors. This course will take approximately 60 minutes to complete.

- **Work Process Basics**
  Duration: 45 Min   **Code: 50059**

  Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality

number one, and examine listening skills to ensure that customer requirements are met. This course will take approximately 45 minutes to complete.

- **<u>Introduction to Leadership</u>**
  Duration: 45 Min   **Code: 50061**

  Leaders are made, not born. And by learning and practicing the fundamentals of effective leadership, you can become a dynamic leader. The course begins with a general introduction to the nature of leadership, specifies the core characteristics of successful leaders, and compares and contrasts six leadership styles. This is the first of five courses. This course will take approximately 45 minutes to complete.

- **<u>Personal Leadership</u>**
  Duration: 30 Min   **Code: 50062**

  Leadership requires not only that you believe in yourself, but also that you are able to inspire positive change and influence people to rally around you. This course will explore the personal aspects of leadership. This is the second of five courses. This course will take approximately 30 minutes to complete

- **<u>The Vision of Leadership</u>**
  Duration: 30 Min   **Code: 50063**

  An effective leader sees the whole picture and can articulate the broad perspective to others in order to create a common purpose that mobilizes people and coordinates their efforts. Ethical behavior gains respect and a strong vision of the future conveys a sense of direction. This course will help you develop and communicate your vision, deal with change as it happens, and make decisions. This is the third of five courses. This course will take approximately 30 minutes to complete.

- **<u>Leading Your Resources</u>**
  Duration: 30 Min   **Code: 50064**

  A leader is nothing without people. Leading people involves more than a vision and the ability to communicate – leadership is also a strategic activity. This course looks at the strategic aspects of leading people. This is the fourth of five courses. This course will take approximately 30 minutes to complete.

- **<u>Empowering Your People</u>**
  Duration: 30 Min   **Code: 50065**

As a leader you are expected to delegate much of the work to others. Empowering others involves giving them authority and responsibility for each assignment. It also means that you maintain accountability for the results that are achieved. This course addresses building relationships with the people you lead. This is the last of five courses. This course will take approximately 30 minutes to complete.

- **Project Management: Getting Ready**
  Duration: 30 Min   **Code: 50066**

  Project management (PM) is the application of skills, knowledge, tools, and techniques in order to meet or exceed stakeholder requirements. This course is designed to introduce the project management life cycle and to show where a project begins and ends. You will learn how to divide a project into several project phases to better control project deliverables. The course covers topics including the project life cycle (PLC), deliverables, organizational support structures and the key organizational influences that can affect a project. This course will take approximately 30 minutes to complete.

- **Project Management: The Basics**
  Duration: 45 Min   **Code: 50067**

  This course is designed to introduce you to project management and increase your understanding of what it is and is not. The course presents definitions, boundaries and basic responsibilities as well as some examples of projects. This course will take approximately 45 minutes to complete.

- **Project Management: Goals and Stakeholders**
  Duration: 30 Min   **Code: 50068**

  Mission statements should be developed for every project in order to set goals and objectives, and to provide guidelines for making decisions. In this course you will learn to develop a mission statement for a project team and project stakeholders. You will learn to establish objectives, manage stakeholder expectations and detail project feasibility. This course will take approximately 30 minutes to complete.

- **Project Management**
  Duration: 45 Min   **Code: 50069**

  These days much of your work is probably organized around projects. How do you know who should do what by when? How do you make sure it gets done? This course will take approximately 45 minutes to complete

- **Change Management – Coping with Change**
  Duration: 30 Min   **Code: 50077**

Welcome to Coping with Change! Change can be unsettling. Change is a constant in today's world. This course presents an overview of the process of change. It highlights strategies managers and employees can use to cope with change. Tips and techniques that can be used to make change easier are outlined. This course will take approximately 30 minutes to complete.

- **Change Management – Managing Change**
  Duration: 30 Min   **Code: 50078**

Welcome to Managing Change! This course provides managers with the tools necessary to manage change in an effective and efficient manner. It outlines strategies managers when they seek change to improve the organization's performance. Tips and techniques that can be used to manage the change process are outlined. This course will take approximately 30 minutes to complete.

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