

CERTIFICATE NAME and Course Number

New Manager Certificate
XLSC 9019

DOMAIN

SOEE Leadership

CERTIFICATE STATEMENT

Making the transition from an individual contributor to role of leading others can be very overwhelming. As a new manager, you now have the power to effect change, make an impact, and influence others. The New Manager Certificate will help you navigate through this new and exciting challenge.

CERTIFICATE DESCRIPTION

Becoming a new manager can be both rewarding and challenging at the same time. A new manager will need to acquire a new set of skills to be successful in this new role. The New Manager Certificate provides students with essential skills needed to lead others, while learning about their own management style.

The New Manager Certificate includes six competencies:

1. Self-Management
2. Effective Communication
3. Conflict Resolution
4. Giving and Receiving Effective Feedback
5. Human Resource Fundamentals
6. Peer to Manager Transition

CERTIFICATE OBJECTIVES

Upon successful mastery of this certificate, you will be able to:

- Understand the DiSC Model and discover your primary workplace behavior
- Identify the skills necessary to effectively interact and communication with others
- Define conflict and develop the skills to identify, address, and resolve conflict
- Describe the process of giving and receiving effective feedback and the benefits it brings to an organization
- Discuss various ways to address challenges in staffing, performance and career management, and employee rewards
- Identify strategies to successfully navigate the new responsibilities and relationships within your new role

DEMONSTRATING MASTERY

This certificate is comprised of six competencies. Each competency is broken down into **Learning Objectives** and related **Topics**. For each objective, you will participate in **Learning Activities** designed to enhance and reinforce understanding.

Learning Activities include readings, video and audio clips, Learning Journal and Discussion Board prompts, practice exercises, demonstrations, as well as links to web and library resources.

As you progress through each competency you will come across **Interactive Discussions**. In these activities, the tutorial faculty member will ask you to respond to a question or series of questions that promote a deeper understanding of the topics covered in the **Learning Objective**. In addition, the question(s) will ask you to apply lessons learned from specific course content.

Certificate Structure

The table below details the **Learning Objectives** for each competency, which are supported by **Learning Activities** and **Interactive Discussions**.

Certificate Competencies	Learning Objectives
Self-Management	<ul style="list-style-type: none">• Discover your primary workplace behavior• Understand the DiSC Model• Understand the mix of the four DiSC styles• Refine and personalize your DiSC report• Understand the synergy of differences
Effective Communication	<ul style="list-style-type: none">• Explain the interpersonal communication process• Explain the filters and barriers that affect interpersonal communication• Identify ways to improve personal communication, including listening skills• Analyze how to effectively use communication technologies
Conflict Resolution	<ul style="list-style-type: none">• Define conflict and identify sources of conflict both in and outside of the workplace• Identify the two main dimensions of conflict behavior• Explain the five conflict handling modes• Identify conflict resolution strategies• Formulate the cost of conflict in the workplace

Giving and Receiving Effective Feedback	<ul style="list-style-type: none"> ● Identify the benefits to an organization of giving effective feedback ● Describe the conditions that make feedback effective ● Explain a process for giving feedback ● Understand how to ready oneself to receive feedback
Human Resource Fundamentals	<ul style="list-style-type: none"> ● Learn and execute a common sourcing process – Boolean Sourcing for Google – to identify potential applicants for a specific position. Calculate and compare the cost of varying recruitment sourcing methods. ● Discuss multiple techniques to effectively manage current performance, including corrective action approaches ● Describe the linkage between performance and career management ● Explain contemporary best practices in employee rewards ● Discuss current requirements to ensure that employees are appropriately classified and paid
Peer to Manager Transition	<ul style="list-style-type: none"> ● Identify the changes associated with your new role and relationships ● Explain the importance of self-awareness and mindset in meeting your leadership responsibilities ● Explain the key strategies that can be used to improve communication, trust, delegation, and performance coaching ● Identify the highest priority development opportunities

STUDENT RESOURCES

Brandman Online Library Resources

Brandman University provides comprehensive online library services including access to books, journals, databases, and other resources. Librarians are available via email and phone to provide support. Students can access the library directly when logged into their courses.

Writing and Math Help

Brandman's Online Writing and Math Center (OWMC) offers subject-specific tutoring services, live workshops, video tutorials, tutorial office hours, and links to top academic sites in order to ensure student success. Students can access the OWMC directly when logged into their courses.

Netiquette

Communicating in an efficient and respectful manner is critical to the learning process. Please view the following clip which provides netiquette guidelines:

http://www.youtube.com/watch?feature=player_embedded&v=6dRoclqDJh0

Standards of Academic Integrity

Academic integrity is a core Brandman University value which insures respect for the academic reputation of the University, its students, faculty and staff, and the degrees it confers. Students are required to read, understand, and apply the standards set forth concerning academic integrity found in the policy link below.

<http://www.brandman.edu/current-students/resources/catalogs>

Americans with Disabilities Act Statement

Brandman University is committed to ensuring equal educational access and opportunity for all members of our academic community. Students will be provided timely, efficient, and equitable accommodations and services that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA)/Americans with Disabilities Act Amendments Act of 2008 (ADAA). More details are available in the current Brandman University Academic Catalog.

<http://www.brandman.edu/current-students/resources/catalogs>