

# Management

## Category and Courses Marketing Kit

Manage conflict. Management change. Manage people.



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# I. Course Summary Descriptions

## Management

Our management courses help you build the tools to successfully manage, and build the skills to develop a management style that fits your personality and goals. From effective negotiation tactics to navigating business ethics to time and conflict management, the skills taught in our management courses span all industries and are the foundational to management success.

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## Certificate in Management Skills

Successful managers know the importance of building strong relationships with their team members. This certificate equips both new and experienced managers with the skills and resources necessary to foster strong connections, lead change, and resolve potential conflicts. Whether operating in an in-person office environment or a remote work setting, managers will learn practical ways to better coach and motivate their teams. Through interactive exercises, videos, self-assessments, and case studies, the self-paced courses included in this certificate provide opportunities to practice and apply key management skills.

**Learner Satisfaction: 98%**

**Estimated length: 42 hours**

**Access Time: 365 days**

**Credits: 4.2 IACET CEUs / 39 PMI PDUs / 39 HRCI Credits / 39 SHRM PDCs**

# Certificate in Managing Change and Resolving Conflict

Leaders and managers are often called upon to deal with the challenging impacts of change, to work through disputes with partners and customers, and to resolve conflict within the organization. This Certificate in Managing Change and Resolving Conflict covers the key issues and best practices for managers dealing with contentious situations in the workplace. Each of the seven courses in this suite offer examples, videos from practitioners and experts, interactive games, and review questions to ensure mastery of the material. The courses present strategies that managers can use to help deal with conflict, with case studies and scenarios that highlight key issues. Courses included in this certificate program are listed at the bottom of this page. This program can help both current managers, and those advancing in the management ranks, with the necessary knowledge and skills. It is recommended that learners begin with Introduction to Managing Change and Resolving Conflict course first, and then other courses can be taken in any order. Upon successful completion, you can download and print a Certificate of Completion.

**Learner Satisfaction: 98%**

**Estimated length: 31 hours**

**Access Time: 365 days**

**Credits: 3.1 IACET CEUs / 25 PMI PDUs / 32 HRCI Credits / 31 SHRM PDCs**

# Certificate in Negotiation

This online certificate program helps learners develop the skills and strategies needed to become a successful negotiator. The fundamental concepts of negotiation are addressed, as well as the application of these concepts to the specific areas of Deal Making Negotiation and Dispute Settlement Negotiation. Video commentary provides learners with practical insights on translating the principles of negotiation into real-world bargaining success. Each 3- to 4-hour, self-paced course offers an assortment of interactive exercises, videos, readings, case studies, and self-assessments that will keep learners engaged as they sharpen their negotiating skills.

**Learner Satisfaction: 98%**

**Estimated length: 10 hours**

**Access Time: 270 days**

**Credits: 1 IACET CEUs / 7 PMI PDUs / 10 HRCI Credits / 10 SHRM PDCs**

# A Manager's Guide to Information Technology

This course is designed to help managers develop a solid understanding of the basic concepts and technologies that they will encounter in the information technology field. Learners in this course will expand their knowledge of IT through games, videos, interactive exercises, quizzes, and other engaging content. Topics of major concern to managers are discussed throughout the course and include big data, cloud implementations, and mobile computing. Learners will combine these with business concepts in order to better inform business decisions. Examples of real-world cases involving IT security and other relevant topics are also incorporated to further expand a learner's knowledge of IT. In addition, certifications and careers in IT are introduced with explanations of each in this crucially important field.

**Learner Satisfaction: 100%**

**Estimated length: 10 hours**

**Access Time: 180 days**

**Credits: 1 IACET CEUs / 10 HRCI Credits**

# A Manager's Guide to Superior Customer Service

This course explores the art and science of developing a superior customer experience. Customers are vital to any organization and superior customer service can pay large financial dividends. Learners will explore the concepts of the comprehensive customer experience, as well as the benefits to the company. The course will then discuss key performance indicators, the voice of the customer, and net promoter score. The goal of this course is to help managers build an appreciation and understanding of the importance of customer loyalty and the role customer service can play.

**Learner Satisfaction: 100%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs**

# Business Ethics in the 21st Century

Ethical decisions in business are everywhere. Managers and leaders, ideally, choose the moral right versus the moral wrong all the time. Organizations have learned that the costs of unethical actions can be high, both legally, and from the perspective of brand image and reputation. This introductory-level course introduces the major ethical frameworks in business and seeks to give learners a strong foundation in ethical business practices, whether as individuals, as a leaders, or as stewards of the organization. This course reviews how organizations can establish and encourage an ethical culture while monitoring for compliance.

**Learner Satisfaction: 99%**

**Estimated length: 10 hours**

**Access Time: 90 days**

**Credits: 1 IACET CEUs / 10 PMI PDUs / 10 HRCI Credits / 10 SHRM PDCs**

# Emotional Intelligence for Managers

Emotional intelligence (EI) is our ability to identify and control our emotions to achieve positive outcomes in our relationships. Managers with high EI are better equipped to deal with subordinates, colleagues, and company executives, and they can do a better job of handling and resolving conflicts. This one-module course reviews the underlying concepts of emotional intelligence and explores how managers can improve and make use of their emotional intelligence.

**Learner Satisfaction: 98%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 HRCI Credits / 3 SHRM PDCs**

# Handling Difficult Conversations in the Workplace

If you're a manager or supervisor, you have probably been faced with a difficult conversation with a direct report. Not only do these conversations require sensitivity, delicacy, and in all likelihood, confidentiality, but how the conversation is handled can greatly impact the outcome. This course seeks to prepare learners to better handle awkward and difficult discussions with employees. Many difficult conversations can impact employee productivity, but as the manager or supervisor, you can learn to coach and counsel employees to create a calmer work environment and increase staff retention and productivity in the process.

**Learner Satisfaction: 100%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**

# Handling Difficult Employee Behavior

As a manager, handling difficult employee behavior is now your job. And it can be overwhelming to try to navigate the psychology of poor behavior to try to figure out how to improve the situation. This course is designed to prepare managers to deal with troublesome and difficult behavior by employees. By effectively addressing, coaching, and counseling employees, you can improve their behavior and improve morale, staff retention, productivity, and teamwork. This course uses videos to illustrate each behavior type so that you can more easily apply the techniques to your current work environment. Focusing on dealing with the behavior (not the person), tools and techniques for positive change are clear and well-defined.

**Learner Satisfaction: 98%**

**Estimated length: 10 hours**

**Access Time: 90 days**

**Credits: 1 IACET CEUs / 10 PMI PDUs / 10 HRCI Credits / 10 SHRM PDCs**

# Handling Workplace Conflict

As a manager, you will undoubtedly deal with conflict. And as you look around to figure out who will keep the peace, you might be realizing that person is now you. This course introduces the various forms of conflict that can arise in the workplace and presents strategies that managers can use to help deal with conflict situations. It includes video commentary from an expert in the field and presents some fictitious real-world scenarios that allow learners to practice applying the skills and strategies discussed throughout the course.

**Learner Satisfaction: 98%**

**Estimated length: 6 hours**

**Access Time: 90 days**

**Credits: 0.6 IACET CEUs / 6 PMI PDUs / 6 HRCI Credits / 6 SHRM PDCs**

# How Can I Help You? Customer Service Best Practices

How Can I Help You? Customer Service Best Practices explores best practices in providing customer service. This course can serve as an introduction if this is your first customer service job. But even if you are a seasoned professional, the scenarios and activities will give you a chance to ask yourself how you might better handle balancing the needs of your customers with the needs of your organization.

**Learner Satisfaction: 99%**

**Estimated length: 1 hour**

**Access Time: 90 days**

**Credits: 0.1 IACET CEUs**

# How to Coach

Managers who lead and manage through coaching--providing encouragement, feedback, and support--are more successful in "working through others." This course focuses on the skills and techniques of positive coaching in an organizational setting including listening actively, providing constructive feedback based on observation, reinforcing positive employee performance through recognition and praise, and teaching new skills.

**Learner Satisfaction: 97%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**

# HR Fundamentals for Managers

Proper management of human resources is vital for creating and sustaining a skilled and engaged workforce, developing a positive business culture, and generating a competitive advantage. In every business where a manager supervises a group of employees, that manager is responsible for some aspect of human resources, and successful managers know the importance of keeping up with current laws and HR best practices. This course equips managers with foundational HR knowledge in areas related to employee recruitment and selection, onboarding and training, compensation, and performance management.

**Learner Satisfaction: 100%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits**

## Introduction to Management

This course is designed for current and soon-to-be managers seeking to understand the foundations of effective management. Managers are employed across industries, functions, and organizational structures to oversee different-sized departments, teams, and groups of workers. However, there are fundamental tools, techniques, skills, and competencies that can help all managers navigate workplace relationships, coach and mentor employees, and lead high-performing teams in accordance with HR laws and managerial best practices. This course will dive into these topics and test acquired knowledge through exercises, games, review checkpoints, and a final assessment.

**Learner Satisfaction: 99%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**

## Introduction to Negotiations

We all negotiate every day. And even though negotiations are an integral part of our lives, techniques for managing these situations are not instinctive; they must be learned. Experienced negotiators make a conscious decision about what type of negotiation strategy to use based on a number of factors such as the importance of the relationship and the importance of what is at stake. Understanding key concepts such as the “best alternative to no agreement”, reservation price, and the “zone of possible agreement” can help you conduct a successful negotiation. And since power is a fundamental dynamic in negotiations, it is important for negotiators to have a basic understanding of ways they can exert and also gain power in a discussion. This course should be an essential part of any basic business and management training.

**Learner Satisfaction: 98%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**



# Managing in a Modern Organization

If you're a manager and have not had any management coursework or experience, you may be looking for some foundation in management basics. This course considers the fundamentals of management and how managers can be effective in organizational settings. Starting by defining the role of a manager and how management differs from leadership and administration, the course then discusses management styles and seeks to help you identify your own management style.

**Learner Satisfaction: 99%**

**Estimated length: 5 hours**

**Access Time: 90 days**

**Credits: 0.5 IACET CEUs / 5 PMI PDUs / 5 HRCI Credits / 5 SHRM PDCs**

## Managing People

To be successful and move ahead in his or her career, a manager must understand how to manage people, including motivating workers and coordinating their activities. This course will explain how the goals, empowerment, measurement system of management can be employed and how organization structures differ. The course will also cover the difficulty of discipline while trying to maintain productivity and momentum.

**Learner Satisfaction: 98%**

**Estimated length: 5 hours**

**Access Time: 90 days**

**Credits: 0.5 IACET CEUs / 5 PMI PDUs / 5 HRCI Credits / 5 SHRM PDCs**

## Managing Remote Employees

As businesses are increasingly turning to technology to handle both internal and external communications, the notion of a centralized workforce that meets face-to-face on a daily basis is becoming less common. Companies are embracing the idea of employing remote workers—from both near and far—who can provide a diverse range of skills and viewpoints without being bound by location. While there are many advantages to remote work for both the company and the individual, managers must be aware of the challenges that can arise when employing remote workers. This course explores the benefits and drawbacks of remote work and provides managers with tips for helping their remote workers stay connected and motivated.

**Learner Satisfaction: 99%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**

## Negotiations: Making Business Deals

This course is designed to help executives and other potential deal-makers learn the essential strategies and skills to conducting successful business negotiations. Learners in this course will explore the fundamentals of deal making with the help of games, videos, interactive exercises, case studies, and other engaging content. The course begins by comparing and contrasting the two major types of negotiation—Dispute Settlement Negotiation (DSN) and Deal Making Negotiation (DMN)—and exploring the difference between negotiation and bargaining. Key topics covered in the course include the stages of the negotiation process; the importance of preparation and realistic goal-setting; the five basic approaches to negotiation; when to make (and when to avoid) commitments; the relative importance of relationships and outcomes; the decision to walk away from a negotiation; and the unique challenges posed by multiparty, international, and cross-cultural negotiations.

**Learner Satisfaction: 100%**

**Estimated length: 4 hours**

**Access Time: 90 days**

**Credits: 0.4 IACET CEUs / 4 PMI PDUs / 4 HRCI Credits / 4 SHRM PDCs**

## Negotiations: Resolving Disputes

If you're a manager and have not had any management coursework or experience, you may be looking for some foundation in management basics. This course considers the fundamentals of management and how managers can be effective in organizational settings. Starting by defining the role of a manager and how management differs from leadership and administration, the course then discusses management styles and seeks to help you identify your own management style.

**Learner Satisfaction: 100%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 HRCI Credits / 3 SHRM PDCs**

## Optimizing Operations and Managing Crises

This completely online and self-paced one-module course utilizes Inc. Magazine's prize-winning editorial content to introduce basic concepts of business operations and crisis management. The focus is on providing practical, hands-on advice to entrepreneurs and small-business people, including video segments with analysis and commentary from industry-leading practitioners and subject matter experts. The course also offers real-world examples, how-to lists and advice, interactive games, and review questions to ensure mastery of the material.

**Learner Satisfaction: 90%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 HRCI Credits / 3 SHRM PDCs**

# The Effective Manager's Toolbox

There are a number of managerial factors that are vital in managing and leading. Becoming a better manager or leader is directly connected to how well you can master them. The Effective Manager's Toolbox is a suite of online modules designed to give managers a head start on managing issues correctly and professionally with less stress and fewer negative organizational circumstances. The modules offer learners an explanation of the managerial mindset that all managers and leaders must adopt to succeed.

**Learner Satisfaction: 98%**

**Estimated length: 15 hours**

**Access Time: 180 days**

**Credits: 1.5 IACET CEUs / 15 PMI PDUs / 15 HRCI Credits / 15 SHRM PDCs**

## Time Management

One of the more precious resources a manager has is his or her time. Managers can become more effective by employing time management and scheduling techniques, delegating, outsourcing key tasks, and employing technology. Effective time management helps managers achieve their goals. The concepts covered in this course will help create structure around your time management skills, and will help reveal any weaknesses in your time management habits. Making time management a priority is often the first step to keeping on task and maintaining a schedule.

**Learner Satisfaction: 98%**

**Estimated length: 3 hours**

**Access Time: 90 days**

**Credits: 0.3 IACET CEUs / 3 PMI PDUs / 3 SHRM PDCs**

## II. Testimonials

The following testimonials are provided by learners that have completed courses in the Management suite.

### **A Manager's Guide to Superior Customer Service**

*The course was very good, it was informative and helpful in the training of employees and granting excellent customer service."*

### **Emotional Intelligence for Managers**

*"Very informative and well done course. The case studies were excellent and strongly reinforced the learning content."*

### **Handling Difficult Employee Behavior**

*"Great course! It has really helped me be able to coach my team more efficiently."*

### **How Can I Help You? Customer Service Best Practices**

*"I was a little nervous at first because I have not been in class for a long time, but I am glad I am taking this class because I am learning about the different kinds of customers I deal with."*

### **How to Coach**

*"Well-structured course that provides the 'nuts and bolts' for understanding coaching and mentoring."*

### **Managing Remote Employees**

*"What a timely and thorough, thoughtful, and practical seminar on managing remote employees. I found the speaker that presented the video commentary to be particularly lovely, warm, and engaging. I would highly recommend to my agency's HR Director and plan to do so!"*

### **Negotiations: Resolving Disputes**

*"I thought this course was informative and shed light on areas of improvement that can help negotiate day-to-day disputes."*

### **The Effective Manager's Toolbox**

*"I loved the course, as someone who is looking to keep moving up in their company. I love the scenarios in different aspects of management. I believe every manager should take it, as it reminds you about the right decision for our business versus your personal opinion."*