Management Fundamentals Certificate Series

Course Descriptions

September Topic:
Leadership, Integrity and Empowering Employees
As a supervisor you are seen as a leader in the eyes of your employees. In order to be an effective leader, one must lead with integrity. This session focuses on exploring four distinct styles of leadership, and how to create a leadership framework in your organization. For a leader, there are many benefits to creating and fostering an empowering environment at work. Working for a supervisor that provides such an environment produces employees who are loyal to the organization, who have the ability to creatively solve problems and who can work independently to take care of the organization and the customers it serves.

October Topic:
Interviewing and Selecting Employees
The best candidate is our goal! But unless we prepare for the interview and establish a way to evaluate the information that we learn, interviewing candidates will not increase the likelihood that we will select the best candidate for the job. By increasing our effectiveness as interviewers, we can make more successful hiring decisions.

November Topic:
Valuing Diversity
Diversity in the workplace increases creativity, improve the ability to solve problems, and create a better understanding of our co-workers and clients. Diversity extends much farther than race, gender, religion, and national origin. We have other differences such as age, education, communication styles, temperaments, and interests. This session will discuss why we should understand diversity, bring awareness to our own beliefs, and examine strategies on how to engage differences in order to improve the workplace.

December Topic:
Handling Conflict Constructively
We find ourselves faced with conflict every day, whether we are at work or home. It is a natural part of life and our ability to manage conflict effectively is invaluable to ourselves, our organizations, and our families. Are you maximizing the positive impact of conflict? Are you building up relationships and individuals through these interactions, or are you breaking them down? By using the tools presented in this session, you can increase the value you bring to your organization, and effectively manage conflict in both your professional and personal life.

January Topic:
Creating a Culture of Health
The Culture of Health is a strategy adopted by the University of Missouri to create a healthier, more productive, and highly engaged workforce. In this interactive session, you will learn about the five priority areas of the Culture of Health and brainstorm ideas for implementing them in your workplace. The Workplace Wellbeing Checklist and Tip Sheet will help you discover ways to help employees feel energized and focused, utilize healthy ergonomic skills, create work-life fit, and empower and appreciate each other.

February Topic:
It’s the Law! Family and Medical Leave Act (FMLA)
Leading and managing employees in an increasingly diverse workplace can be both rewarding and challenging. What legislation applies to managing people and their requests? What are the consequences of failing to comply? Managers must operate with sensitivity and knowledge in handling family and medical leave. This requires a basic understanding of legislation and University policies.

March Topic:
Coaching for Improved Performance
Learn to use ‘coaching’ as a face-to-face process to help you analyze and improve the performance of your employees. Learn how to analyze problems and use coaching techniques to solve behavioral problems, improve communication, and develop skills of employees.
April Topic:

**Fair and Effective Discipline**
Fair and Effective Discipline takes a realistic look at the progressive discipline process at the University of Missouri. This course will discuss disciplinary action that can be used to address problems involving poor performance, attendance, attitude, insubordination, theft/dishonesty and other work related performance or behavior problems. Learn how to handle negative employee responses to disciplinary action and how to administer the University of Missouri progressive discipline policy.

May Topic:

**It’s the Law! Fair Labor Standards Act (FLSA)**
This course provides an overview of the Fair Labor Standards Act (FLSA). Along with some legislative history, this course will cover Federal and State minimum wage, shift differential, hours worked, overtime, compensatory time, call-in call-back and standby pay, travel time, recordkeeping, timesheets, volunteers, employment of minors, and exemption status.

June Topic:

**Performance Management**
Supervisors are responsible for the end product—results accomplished through the employees efforts. The performance management process provides an opportunity for the supervisor and the employee to discuss expectations and create a plan for achieving desired results. This includes developing job tasks and competencies, performance standards, conducting evaluations, incorporating training and follow-up for the employees continued development. We will emphasize the importance of performance management as an ongoing process.