

Management Fundamentals Certificate Series

Course Descriptions

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. In this session we will focus on styles of leadership, creating a leadership framework in your organization and fostering an environment of empowerment. We will discuss how such an environment produces employees who are loyal to the organization, are able work independently, and have the ability to creatively solve problems.

Interviewing and Selecting Employees

Hiring the best candidate is our goal! But unless we prepare for the interview and establish a way to evaluate the information that we garner, interviewing candidates will not increase the likelihood that we will select the best candidate for the job. By increasing our effectiveness as interviewers, we will increase our ability to make more successful hiring decisions.

Creating a Culture of Diversity, Inclusion and Health

Diversity, inclusion and health in the workplace increase creativity, improve the ability to solve problems, and create a better appreciation of our co-workers and clients. Learn why we should become aware of our own beliefs, then examine strategies on how to engage our new knowledge to foster a healthier, more productive, and highly engaged workforce.

Handling Conflict Constructively

We find ourselves faced with conflict every day, in both professional and personal interactions; it is a natural part of life. Our ability to manage conflict effectively is invaluable to ourselves, our organizations, and our families. In this session you will learn techniques to maximizing the positive impact of conflict and build up relationships and individuals through these interactions instead of breaking them down. By using the tools presented in this session, you will be able to effectively manage conflict in both your professional and personal life; thereby increasing the value you bring to your organization.

It's the Law! Family and Medical Leave Act (FMLA)

What legislation applies to managing people and their leave requests? What are the consequences of failing to comply? Managers must operate with sensitivity and knowledge in handling family and medical leave. This session will give you basic information about federal legislation and University policies.

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.

Fair and Effective Discipline

Fair and Effective Discipline takes a realistic look at administering the progressive discipline process at the University of Missouri. This course will address work related performance or behavior issues including, but not limited to: poor performance, attendance, attitude, and specific performance issues that the class members are seeing. Also addressed: negative employee responses to disciplinary action.

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.

Performance Management

Supervisors are responsible for the end product—results accomplished through employees efforts. Performance management is an on-going process that provides an opportunity for the supervisor and the employee to discuss expectations and create a plan for achieving desired results. This includes developing competencies and performance standards, conducting evaluations, incorporating training and follow-up for the employees' continued development.