The Department of Management prepares men and women to be effective leaders in a variety of organizational settings. Within our programs we emphasize versatile skills including leadership, ethical decision-making, team work/group work, computer skills, and communication skills which are essential in achieving organizational goals.

Programs

Principles of Management
This course will provide basic managerial and supervisory skill development in areas such as communication, motivation, delegating work, meetings management, and managing conflict and change. The program is tailored to the specific needs of the client. Delivery includes lecture/discussion, case analysis, selected videos, and experiential exercises. Participants develop a plan for their personal development as managers.

Leadership
This course addresses the requirements for effective leadership in the context of the 21st Century. It consists of a number of modules tailored to the needs of the client. The modules might include self-leadership, situational leadership, team building, emotional intelligence, leadership across several generations, leading change. The entire program emphasizes the importance of the partnership of leaders and followers in organizational success. Delivery includes lecture/discussion, case analysis, selected videos, and experiential exercises.

Followership
This course emphasizes the importance of followers in the leader/follower partnership. Participants develop their skills in assessing themselves as effective followers, assessing the development of followers and tools for developing effective followers. Participants analyze video portrayals of the development of good followers and identify the characteristics of high profile examples of good followers.

Emotional Intelligence in the Workplace
Emotions occur in every interaction, they can not be stopped. Those with higher levels of emotional intelligence are better at understanding both their own emotions and the emotions of others. This program will help leaders/managers explore how emotions play a key role in the workplace. Research suggests that emotionally intelligent individuals have higher productivity and lower turnover in addition to other positive work-related outcomes. Participants will learn about the key skills related to emotional intelligence including self awareness, self management, and relationship management. Leaders/managers with these skills will give their organization a competitive advantage.

Strategic Management
This program centers on the theme that a company achieves sustained success only if it has an astute, timely strategic game plan, revises its strategies according to changes in the environment and company situation, and implements the strategies with proficiency. Focus will be on developing participants’ ability to think strategically about a company’s situation and help them learn and use tools and techniques to perform strategic analysis. Emphasis will be placed on the need for leaders to understand and address competitive challenges in rapidly changing business contexts and on various strategic tools and approaches leaders can use to deal with such challenges. This program is designed for mid to senior level managers and aspiring leaders.

Management of Technology and Innovation
This program takes a general manager’s perspective to examine the challenges of managing innovation and technology and their impacts on organizations. Through cases and real-world examples, participants will realize that many problems in managing innovation persist because managers or leaders aggressively implement solutions to the wrong problems without understanding their underlying causes. The program will focus on developing a deeper understanding of many root organizational causes that hinder innovation, identification of ways through which such causes could be addressed, and preparing a plan of action for addressing challenges in managing innovation. This program is designed for mid to senior level managers and aspiring leaders.
Change Management

This course is an in-depth introduction to and analysis of the key concepts and techniques of leadership for change management. The scope of any change initiative varies dramatically. Leaders can use goal setting, coaching, mentoring, delegation, or empowerment skills to effectively change the behaviors and skills of individuals. Unfortunately, seventy percent of these initiatives fail to live up to the expectations of senior management. This course explores how you, as effective employees and managers, can reduce this dismal failure rate. Towards that end, we will (1) discuss the conceptual and empirical background of change management, (2) examine how to make people comfortable with change, (3) make change stick, and (4) build effective teams for change. Other topics include the effective use of power and influence, and the role that leaders in work organizations have in establishing change and in fostering innovation.

Strategic Human Resources

Examines current issues critical to the management of an organization’s human capital assets. Uses case analyses and class discussions to critically examine how systems of human resource management policies and practices can be used to enhance a firm’s competitive strategy and help to achieve a competitive advantage in the marketplace. Participants examine how to develop and deploy systems of human resource practices appropriate to specific organizational objectives and to evaluate their impact on organization effectiveness.

Leading in a Diverse Environment

Demographic shifts and cultural trends have led to an enhanced need for developing awareness, knowledge, and skills related to leading/managing in a diverse workplace. Mutual respect for all people is, of course, the right thing to do, but there is also a very strong business case for diversity and inclusion. This program addresses both the opportunities and barriers associated with diversity in the workplace. A broad definition of diversity is used to help participants enhance their own awareness, knowledge, and skills to become more credible leaders/managers in a diverse environment.

Ethical Leadership

In today’s business world managers are increasingly facing complex moral dilemmas. Being able to make ethically sound judgments in these situations will have important repercussions on these managers’ careers and the companies for which they work. As recent highly publicized ethical lapses at companies such as Enron, WorldCom, Tyco, Adelphia and Arthur Andersen have amply demonstrated, lack of a firm grounding in ethics can have disastrous consequences for managers and for their organizations.

This module explores the complexities and importance of ethical decision-making in organizations in the aftermath of recent ethics scandals and the resulting legislation such as that provided by Sarbanes-Oxley. The aim is to help managers better understand how to reason through ethical dilemmas they encounter themselves as well as how to lead others in their organizations in their handling of ethics. Participants will be given a decision-making model and an introduction to ethical reasoning for use in sorting through ethically complex decisions and leading others in the implementation of ethically sound decisions.

Succession Planning

We provide the following services: training in the goals and objectives of organization wide succession planning and best practices in effective succession planning systems, evaluation and consultation on the development of succession plan objectives and practices, managerial training in how to develop and implement succession plans for specific positions.

360 Feedback

Conduct the 360 degree feedback review—help in identifying informants and gathering data, interpreting results and offering individual feedback. These sessions are designed to (1) enhance leadership development 360 feedback to develop a course of action specific based on information synthesized from the 360 degree evaluations, and (2) train supervisor on the how to support the future development of their high potentials.