



*Leading positive change*

## *Intermediate Management Skills* ◇ *Duration: 3 Days*

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<b>Overview</b>	So you have successfully managed a small team for a couple of years, now what? This course is designed to take you to the next level of management. Learn how to grow and develop your team and how to align your departmental plans with the corporate big picture.
<b>Topics</b>	People Planning Problem Solving Communications
<b>Target Audience</b>	Intermediate Managers (2-4 years in a management role)

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### *Course Content*

#### **Introduction**

#### **People & Communications**

An Organization's greatest resource  
Finding the right fit  
Emotional Intelligence  
Personality Tests  
Managing Personalities  
Managing to Strengths  
Quadrants of Management  
Managing Communications  
Managing Remote Teams  
Technology and Human Communications

#### **Organizational and Departmental Planning**

Aligning with the Organizational Plan  
Departmental Plans  
Financial Management

#### **Project and Process Management**

Project Management  
Risk Management  
Task Management  
Process Management

#### **Problem Resolution**

People  
Results  
Root Cause Analysis  
Process Improvement

#### **Conclusion and Course Summary**