



Lehigh Valley Association
of Independent Colleges

Consortium Training for Comprehensive LVAIC Leadership Academy

Management Development Sessions

Employees are often promoted from within an organization without any formalized developmental training that teaches them how to manage work and other people in order to produce results. Additionally, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply to their new role. For this reason, LVAIC has arranged for a Management Development program to serve all LVAIC organizations who want their Supervisors, Managers, and High Potential Employees to be equipped with the skills they need to be successful in a leadership role.

This Certificate Program teaches employees how to:

- transition from worker to supervisor/manager of other workers
- manage work and people
- plan for achievement of results
- become self-aware in order to effectively communicate with different personality types
- learn how to flex your management style to the needs of your individual team members
- resolve conflicts in order to focus on results and promote teamwork



The Management Development Program is a comprehensive training program that consists of 4 different learning modules. Each module is 8 hours / 1 day in length for a total of 32 hours or 4 full days. However, training days are not consecutive which allows candidates for the certificate time to use and practice the new skills they learned in training before they attend the next module.

Date	Module
Wednesday, March 16, 2016	Basic Management Skills
Friday, April 15, 2016	Effective Interactions
Thursday, May 5, 2016	Conflict Resolution Strategies
Wednesday, June 8, 2016	Situational Leadership

All classes are held from 8 a.m. to 4:30 p.m. A continental breakfast and lunch will be served. All classes will be held at the Northampton Community College's Fowler Center, Room 605, 511 East Third Street, Bethlehem, PA. To enroll your employees, contact **Coleen Seng** at **610-861-5590** or via email at **cseng@northampton.edu**.

What Past Participants are Saying About the Program

- "This will help me immensely in assessing my leadership style needs in different situations so I can be an effective leader."
- "This will absolutely help me in my job. The material was very relevant to what I do every day."
- "This experience has really helped me. I have changed a lot of my ways and in turn has made me a better supervisor. Thanks a million!"

cbi center for
business + industry

Leadership & Executive Development

Fowler Family Southside Center
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Bethlehem, PA 18015
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Management Development Workshop Descriptions

Basic Management Skills

Your company is counting on you to help the business grow and remain healthy. To do this, you must master certain basic skills in management --- skills such as planning, problem solving, decision making, and organizing human capital and work, meeting management deadlines, delegation, communications, and aligning your departmental goals with the goals of the company. This program teaches you how to master the fundamentals associated with leading employees and managing work.

Conflict Resolution Strategies

Working with others in formal teams or just informal interdependent groups has become an essential part of the way we do work. As individuals find themselves in such situations, resolving conflict becomes a critical skill set. This highly interactive workshop uses classroom discussion as the primary means to provide the learning experience and to practice the tools and techniques presented. Participants will explore:

- the meaning of conflict
- the impact of conflict
- an assessment of one's preferred conflict resolution "style"
- how to recognize and more effectively use one's conflict resolution "style."

Effective Interactions

Misunderstandings, conflict, and problems arise in the workplace from poor communication skills than for any other reason. This program teaches employees how to understand the power of each and every communication and why effective interactions matter. Employees explore the basics of communication and the way individuals communicate. The program addresses the importance of active listening in any interaction. The art of assertive-ness is learned and practiced, and techniques applied. Ineffective conversations are critiqued and analyzed, and a plan for building strong and effective conversations is developed.

Situational Leadership

While managers have searched for a "best" style of leadership, the evidence from research clearly indicates that there is no single all-purpose leadership style. Successful leaders are those who can adapt their behavior to meet the demands of unique situations. Situational Leadership is a method for supervisors to learn to use flexibility in their leadership in order to meet a variety of needs. Through the use of lectures, videotape case studies, instruments and group discussions, participants will identify their own style and learn how to use it more effectively.