

Employee Management Skills Certification



The Effective Manager: How comfortable are you with conflict? How well do you manage conflict in the workplace? This course will go over the best ways to manage conflict effectively and how to have difficult conversations with employees. Given the nature of the workplace and violent acts frequently being committed, it's only logical you'll want to prepare yourself in case of an event. De-escalation tactics are a great way to help triage situations and understanding potential risks helps to ensure you can keep your work environment safe.

The Effective Communicator: We have so much access to one another, whether is via email, zoom, instant messenger, or phone but with all these options, what is the best method for communicating? How do you ensure your message is followed up on? We'll discuss the best ways to encourage and implement effective communication in your workplace.

Performance Management: One of the crucial skills in good leadership is managing performance effectively. This unfortunately isn't a natural born skill and takes time and practice to cultivate. We'll discuss how to set appropriate expectations, how to follow up on those expectations, and how to handle difficult situations and tensions with employees to ensure there is transparency in the employee supervisor relationship.