Course details

Leadership Essentials: Leading Change (Basic level) (with certificate) ☆

Overview/Description

Change is not an event; it is a process. Change can happen quickly and, in some situations, can be urgent! However, it can take time for individuals to make the transition from one way of working to another. The change process isn't simply about introducing new systems – it's about leading people from an old way of working to a new way of working, and it's vital that you lead the change through to completion! It's important to recognize that your role is to support individuals through the transition and remove obstacles that can hinder a smooth transition from one process to another. This course provides you with strategies for leading changes within an organization, including effective approaches to introducing and communicating change. It also provides practical strategies for dealing with sources of employee resistance to change, and for removing organizational obstacles to ensure the transition is followed through. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience

Supervisors, managers, directors, and individuals wanting to develop their leadership skills

Lesson Objectives

Leadership Essentials: Leading Change

- recognize various types of change obstacles in an organization
- match roots of inertia with actions that help combat and replace them with imperatives
- recognize appropriate ways to communicate change
- use appropriate techniques as a leader to introduce and follow through with change, in a given scenario

Access: 🔓 ENROL	Category: **RESILIENCE**
	Duration (eLearning): **60 min.**
Publication Date: **31/03/2017**	Level: **Basic**
Language: **English**	Certificate: **Yes**

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Course details

Leading Teams: Dealing with Conflict (Basic level) (with certificate) ☆

Overview/Description

Successful teams are characterized by having a clear direction, trust among team members, effective communication, and the ability to quickly resolve conflict. In the early stages of team development, leaders must set up structures and processes that support the development of these team characteristics. Effective leadership is particularly required during the Storming stage of team development when conflict tends to be at its highest. The survival of the team depends on a team leader who can quickly recognize conflict, diagnose its cause, and use strategies to resolve the issue. In doing so, the leader restores trust and positive working relationships among team members. This course offers you an understanding about what causes conflicts on a team and the important role of healthy communication in handling conflicts. It presents many best practice approaches to resolving conflicts and illustrates the tenets of principled negotiation. By learning the principles and strategies presented in this course, you will have the skills to keep your high-performance teams away from destructive patterns of conflict and on track to achieving their goals. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience

Employees at all levels who lead and manage teams and anyone who wishes to develop and refine their leadership skills in a team environment

Lesson Objectives

Leading Teams: Dealing with Conflict

- match causes of conflict with examples of the effect each has on a team

- recognize examples of resolving conflict through improved communication

- use the appropriate approach to conflict resolution given a scenario

- match conflict resolution techniques with corresponding circumstances of when they would be used

- recognize examples of the rules of principled negotiation

Access: 🔓 ENROL	Category: WORKING WITH OTHERS
	Duration (eLearning): 60 min.
Publication Date: 07/04/2017	Level: Basic
Language: English	Certificate: Yes

Leading Teams: Developing the Team and its Culture (Basic level) (with certificate) ☆

Your progress ⑦

Leading Teams: Developing the Team and its Culture (Basic level) (with certificate)

Overview/Description

Henry Ford once said that coming together is a beginning; keeping together is progress; working together is success. Mr. Ford knew the importance of teamwork. Ask anyone who has worked in a project or team environment, and he will tell you that team dynamics make a huge difference in terms of getting work done and in the whole working environment. A positive, constructive atmosphere can keep team members motivated and productive, while a negative atmosphere can have the opposite effect. Developing effective project teams is one of the primary responsibilities of a team leader. This course outlines the role of the team leader on a high-performance team and highlights the importance of taking steps to develop the team culture early on during team formation. It offers methods used to encourage team participation and provides some key strategies used to build a cohesive team culture by encouraging social interactions, establishing team member competencies, and promoting interdependence. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience

All levels of employees that lead and manage teams and anyone wishing to develop and refine their leadership skills in a team environment

Lesson Objectives

Leading Teams: Developing the Team and its Culture

- sequence examples of the steps used to perform a training gap analysis for a given scenario
- match indicators of poor team dynamics with team-building activities that could be used to correct them
- apply strategies for increasing team participation in a given situation
- match strategies that encourage team participation with examples
- recognize the effective use of rewards and recognition

👥 Announcements

eLearning module

The minimum grade to pass the course is 85%.

🟢 Leading Teams: Developing the Team and its Culture

Training evaluation survey

Please complete the following training evaluation survey:

🔵 Survey

Course details

Management Essentials: Developing Your Direct Reports (Basic level) (with certificate) ☆

Overview/Description

A main goal of managing is developing your direct reports. This involves not only coordinating their work in a way so your organization's business objectives are met, but also empowering them and providing opportunities for them to meet their own professional development objectives. This course provides an overview of the importance and benefits of developing your direct reports as a manager, and tactical strategies for doing so. Specifically, this involves an examination of the steps required to assess the development needs of your employees by differentiating individual requirements. Also covered is the importance and methods for creating a development plan with your employees based on their individual requirements, and ways to support the development plan by creating opportunities for practice and growth in skills and abilities. Finally, this course introduces ways to continue supporting employees through follow up and monitoring, and ongoing and timely feedback. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

Target Audience

All individuals in a management role at any level including supervisors, team leaders, professionals, departmental heads, directors, top management, and executives

Lesson Objectives

Management Essentials: Developing Your Direct Reports

- use a method to differentiate your direct reports in terms of potential and performance and choose an appropriate development strategy for each report
- recognize how to conduct an effective development meeting with your direct reports
- recognize the characteristics of an effective development plan
- identify actions you can take to provide ongoing support to your direct reports' development

Access: ♪ ENROL	Category: LEARNING AND DEVELOPMENT
	Duration (eLearning): 60 min.
Publication Date: 24/03/2017	Level: Basic
Language: English	Certificate: Yes

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Enrolment options

Course details

Management of People: Learning and Development (Basic level) (with certificate) ☆

Overview/Description

Continuous development of an organization's human resources is linked to several benefits. The learning and development (L&D) function of HR management comprises a systematic set of activities to help provide employees with key skills and competencies required on the job. The goals of the L&D function in organizations include aligning employees' skillsets with the organization's objectives, closing skill gaps, and enhancing overall capability of people and the organization. In this course, you'll explore theoretical and practical aspects of adult learning, training development and delivery, measurement of training effectiveness, and employee development programs in organizations. You will also learn about career development and career management. The content is based on the Body of Competency and Knowledge (BoCK), 2015 of the Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

Target Audience

This course is aimed at junior- or senior-level human resource professionals, HR managers, and all individuals preparing for the SHRM-CP and SHRM-SCP certification examinations of the Society for Human Resource Management (SHRM). Compensation and benefits analysts, administrators, staffing managers, and recruiters will also have interest in this certification path. Courses in this curriculum are created keeping in mind certification as well as noncertification users of the content. While the curriculum helps learners to prepare for the SHRM certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their careers.

Prerequisites
None

Lesson Objectives

Management of People: Learning and Development

- identify the five disciplines of a learning organization
- recognize the role of HR in learning and development
- match levels of learning to examples
- recognize stages in a learning needs assessment
- demonstrate your understanding of learning and development in the organization
- differentiate between training and development
- match each phase in the ADDIE model to an example
- identify considerations for designing and developing training
- distinguish between the different seating plans used in training
- match training delivery methods to examples
- calculate training return-on-investment
- demonstrate your understanding of the approaches and techniques used in employee training
- identify the steps involved in employee development
- identify the differences between coaching and mentoring
- differentiate between career planning and career management
- demonstrate your understanding of the approaches and techniques used in employee development

Access: 🔑 ENROL	Category: LEARNING AND DEVELOPMENT
	Duration (eLearning): **84 min.**
Publication Date: **24/03/2017**	Level: **Basic**
Language: **English**	Certificate: **Yes**