



## Secrets to Management Success

**Course Code:** CBSMS

**Duration:** 1 Day

**Format:** Instructor-Led

**Certification Exam:** B-12205

**Certification Track:**

CBP – Business Improvement Series



### About this course:

This one-day course will increase the certified professional's knowledge and ability to: Develop responsible, good decision making in your employees. Encourage a positive climate and decrease power struggles and ego fights. Implement flexible model for helping employees handle their own problems and use "accountable moments" as learning opportunities for employees. Be fair, flexible and supportive. Offer appropriate counselling to employees.

This module prepares candidates to sit the Certified Business Professional exam: B-12205.

### Audience:

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers.

### Prerequisites

This course requires that candidates meet the following prerequisites:

- The candidate must have a commitment to the pursuit of excellence
- The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Follow-up courses

- Conflict Management
- Dynamic Decision Making
- Leading through Change
- Motivating Employees to be Their Best

### Course Outline:

The student kit includes a comprehensive workbook and other necessary materials for this class.

### Module 1: New Work Environment

- What's the difference?
- Is work the new family?
- The nature of the job



## Module 2: Supervisory Styles

- What's your supervisory Style
- Foundation Skills
- Showing Empathy

## Module 3: The Model for Keeping Responsibility Where it Belongs

- Model Overview
- Manager empowers employee
- Avoid artificial empowerment
- Employee owns the task/problem
- Manager supports but doesn't solve
- Employee learns from the task/problem

## Module 4: Applying the Model to Behaviour and Performance Problems

- Case Study

## Module 5: Counselling and Mentoring

- Counselling for performance improvement
- Set limits on confidential conversations
- Create a fair, flexible and supportive work environment
- Mentoring
- Your job as a mentor
- Roles of change leaders