

# Management Development Certificate Program

Presented by NCC's Center for Business & Industry

Employees are often promoted from within their organization without the benefit of formal development training to bolster their ability to manage work and other people effectively. It's often impractical to commit the time required to pursue the knowledge and skills required in their new role. That's why the Management Development certificate program is offered through convenient, high-intensity workshops designed to quickly and efficiently develop the management skills of supervisors, managers, and high-potential employees.

This advanced certificate program consists of six different learning modules taught by industry experienced facilitators.

## Management Development Certificate Workshops

- Basic Management Skills
- Coaching for Improved Performance
- Conflict Resolution Strategies
- Effective Interactions
- Managing the Performance of Others
- Responsive Leadership

## Designed for:

- Those currently in a supervisory or management role
- Managers or supervisors who want to refresh skills
- Employees transitioning to a supervisory or management role



## Outcomes:

- Learn to successfully manage work and people
- Align individual performance goals with the goals of the organization
- Increase self-awareness, conflict resolution skills, and coaching skills to maximize employee success

## Registration

Each workshop is listed separately in our registration database so that you can schedule as time permits and at the pace you desire. After completing the six workshops, you will receive your Management Development Certificate. Please visit [northampton.edu/CBIWorkshops](http://northampton.edu/CBIWorkshops) or scan the QR code to access the course catalog, view workshop descriptions and register.



Interested in on-site delivery, employee coaching or obtaining a comprehensive needs assessment for your organization? Please contact our Business Development Professional, Shelly Mule at [smule@northampton.edu](mailto:smule@northampton.edu) or 610-861-5064.