



One mark of a successful manager is continual skill improvement, and the Successful Management Series from LearnKey can help. The series includes **three** complete courses: Excellence in Supervision, Giving & Receiving Criticism, and Managing Disagreement.

Benefits

- Create effective teams through this training
- Communicate in ways that will motivate others
- Handle conflicts and disagreements with positive resolutions

About The Author

This Successful Management training program was produced by various **LearnKey** content partners; **Kantola** and **IML**. Each content provider maintains relationships with an impressive list of publishers with content covering a wide variety of subject matter areas. They also have relationships with a host of subject matter experts who are distinguished authors, trainers, consultants and educators.

Excellence in Supervision

Section A: Getting Started

- Self-Assessment
- Objectives
- Introduction
- Supervisory Power
- Case Study
- Assessment

Section B: Managing Performance

- Setting Expectations
- Giving Feedback
- Handling Problems
- Staying Flexible
- Assessment

Section C: Communicating Proactively

- Delegating Tasks & Time
- Effective Meetings
- Talking to Your Boss
- Case Study
- Assessment

Section D: Coaching for Excellence

- The Good Coach
- The Coaching Process
- Assessment

Section E: Dealing with Change

- A Modern Skill
- Positive Change Management
- Case Study
- Conclusion

Giving and Receiving Criticism

Section A: Effective Criticism

- Introduction
- The Art of Giving Criticism
- The Art of Taking Criticism
- Artful Criticism

Managing Disagreement

Section A: Understanding Conflict Management

- Self-Assessment
- Objectives
- Conflicts & Disagreements
- MODI
- Assessment

Section B: The Nine Styles

- Introduction
- Firm Styles
- Listen Up!
- Neutral Styles
- Listen Up!
- Flexible Styles
- Assessment

Section C: Steps for Managing Disagreement

- Explore
- Say What?
- Plan & Prepare
- Say What?
- Implement
- Summary
- Assessment