

Professional Management Certificate



The **Professional Management Certificate** explores key areas of management including communication, teamwork, problem solving and an understanding of the principles of business management and their interrelationships.

It also includes key concepts of organizational behaviour and the behaviour of individuals and groups in organizations, as well as effective supervisory skills through theory and practical application.

\$5,215.00 plus GST and PST

Core Modules (Required):

Principles of Effective Leadership (Recommended First)

You will learn the skills and processes needed to increase leadership effectiveness. You will explore topics such as motivation, leadership style, implementing change, setting and achieving standards and corrective discipline.

Business Communication

The focus is on the elements of clear, concise and efficient business communication. You will learn how to read the situation; set the tone and persuade all types of audiences in both oral and written communication; how to prepare concise, high-impact documents and presentations; to practice writing for situations that match your business; and to take your business ideas and translate them into quality presentations. As well, you will learn presentation assembly, public speaking skills, relaxation and grounding techniques that will leave you more confident in your oral communication skills.

Fundamentals of Accounting for Non-Accountants

In the course, Fundamentals of Accounting, you will learn how financial statements are prepared and how to interpret financial statements and data in order to make proper financial decisions. Topics include discussion of accounting and financial management principles, financial reporting, accounting processes and budgets, investment analysis, internal controls, audit principles, risk assessment and performance evaluation. This course is designed for non-accounting managers and

personnel who must work with internal accounting/financial data. Please bring a calculator to this course.

Fundamental Project Management Principles

You will learn the fundamental models, methods and artefacts that support effective project management. Topics include project initiation, planning, controlling, implementing and closing. You will examine the role of the project manager with respect to leadership, team and stakeholder communications; common project management terminology; and how to apply principles to guide the behaviours that drive value for projects, products and portfolios in the workplace.

Electives (3 Required):

Customer Service Excellence

Customers are the life blood of organizations! This course will examine best practices and necessary skills to cultivate genuine and authentic engagement while improving the customer service experience! Through examining real life organizations, scenarios and application of best practices in various business industries and settings, this course is designed to be a catalyst in advancing the skills required for customer service excellence.

Effective Recruitment and Retention

You will learn how to short-list candidates for an interview, common interview techniques, standard interview questions, behaviour based questions, how to write interview questions, illegal interview questions to avoid, how to assess interview responses, questions to ask references and choosing a successful candidate.

Navigating Indigenous Business Relationships

You will explore and understand the importance of fostering an inclusive environment, and why inspirational leaders should prioritize understanding and addressing Indigenous unconscious bias. This involves acknowledging and challenging preconceived notions, assumptions, and stereotypes that may impact your approach to effective decision-making. You will understand how empathetic leadership is crucial to understanding Indigenous perspectives.

Negotiation and Conflict Resolution

You will examine why conflict arises in the workplace, discuss the importance of resolution mechanisms and learn practical tips for managing conflict. You will also learn constructive routes to communication and agreement, consider your own method of dealing with conflict and practice options for communicating more effectively.

Performance Management

You will learn how to focus on aligning the goals of the organization, department and employee. Learn how to engage employees and give feedback, explore ideas of what motivates your employees and how to show recognition that your employees will value will be explored. Performance planning, individual goal setting and preparing for performance reviews will also be covered.

Strategy and Risk Management

You will learn about strategic planning and the related subject of risk management. You will begin by exploring the question: "What is strategy?" and apply the answers to various real world examples. Finally, you will identify and prioritize various risks (financial and human resources, safety) and develop strategies and plans that mitigate organizational risk.