



## **Title**

# SKILLS FOR MANAGING HUMAN RESOURCES

## **Description & Objective**

In this subject, participants focus on developing and applying managerial skills. For most students, this class will very different from any that they have taken before. Students will develop an awareness of their own management skills levels and systematically working through a number of readings, cases, and exercises that lead them to become more effective.

## **Content/Outline**

- Self-awareness
- Goal Setting
- Time Management
- Stress management
- Communication Skills
- Effective Listening
- Inspire Any Audience: Presentation Tool Kit
- Creative problem solving
- Negotiation with confidence
- Interviewing, coaching and counselling Skills
- Leadership Skills - Gaining power and influence
- Team building
- Handling Difficult People
- Delegating and Empowering
- Developing a Positive Attitude
- Conflict Management
- Customer Service Skills
- Conducting Performance Appraisals
- Diversity Management
- Creating a Motivating Workplace
- Train-the-Trainer

